

## Privacy Collection Notice

**Pilbara ISO Co Limited** (ACN 650 758 783) (“Pilbara ISO Co”, “we”, “us” and “our”) is the government appointed independent system operator for the North-West Interconnected System, an electricity grid serving mining, industrial, commercial and residential loads in Western Australia’s Pilbara region.

Pilbara ISO Co is committed to protecting your privacy and processing your personal information fairly and lawfully. We have systems and procedures in place to enable its compliance with our obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

This Privacy Collection Notice sets out the circumstances in which we may collect your personal information, the purposes for such collection and the ways we may disclose personal information to third parties. More detailed information about the way we may use and disclose your personal information is set out in our Privacy Policy, which is available at <https://pilbaraisoco.com.au>.

Please address all requests or questions about how we deal with your personal information, requests for access to your information or to tell us that you no longer wish to receive any communications from us to:

Email: [info@pilbaraisoco.com.au](mailto:info@pilbaraisoco.com.au)

Post: London House, Level 5, 216 St Georges Terrace, Perth Western Australia 6000

You may also request a copy of our Privacy Policy by using the above contact details.

### How, when and from where your personal information is collected?

Pilbara ISO Co may collect personal information from you in order to provide you with our services, information about our services and answer any enquiries that you may have in connection with our statutory functions. The types of personal information we collect depends on how and why you are engaging with us. Primarily, we collect contact information (e.g. name, email address, telephone number) to facilitate your engagement with us. We use a combination of electronic communication, software (including cookies), hardcopy documentation, and human interaction to collect your personal information.

In most circumstances, we collect personal information directly from you, for example, when you call or email us. However, at times we may also collect information about you from other third parties where necessary to carry out our functions or activities. Generally, the third parties are limited to the Rules Participants, government bodies, contractors, your employer/colleagues or other authorised representatives.

### Are we required or authorised to collect your personal information by law?

Pilbara ISO Co is an incorporated not-for-profit public company limited by guarantee under the *Corporations Act 2001* (Cth), vested with specific functions under Part 8A of the *Electricity Industry Act 2004* (WA), *Electricity Industry (Pilbara Networks) Regulations 2021* (WA), *Pilbara Networks Access Code 2021*, *Pilbara Networks Rules* (**Pilbara Regime**).

Under the above laws, certain provisions require or authorise Pilbara ISO Co to collect information (including personal information) in relation to the (as defined in the **Pilbara Regime**):

- (a) Rules Participants;
- (b) Coordinator;
- (c) Network Service Providers;
- (d) Pilbara Advisory Committee ;
- (e) Economic Regulation Authority;
- (f) relevant Minister, and

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- (g) representatives, including an employee, agent, officer, auditor, adviser, partner, contractor or joint venturer of the bodies listed in (a) to (f).

These laws require that we collect information that is suitable for communication by voice and electronic message on a 24/7 basis (as required from time to time) and otherwise general contact details suitable for normal and emergency communication by voice and email.

### **What are the purposes for which we collect your personal information?**

We will only collect personal information for the purpose of performing our statutory functions and associated activities. Our primary functions include:

- (a) maintaining and improving the security of the power system and facilitating network coordination and planning;
- (b) managing stakeholder communications and undertaking consultations, including communicating with, and facilitating the functions of, Rules Participants, stakeholders and government bodies;
- (c) registering entities and facilities;
- (d) undertaking auditing and quality assurance procedures; and
- (e) preparing reports and publishing notices and other records.

We also undertake various corporate activities which are ancillary to our statutory functions, such as:

- (a) engaging employees and/or contractors to perform services for us or on our behalf;
- (b) maintaining records and system security;
- (c) developing governance frameworks and procedures;
- (d) receiving and investigating complaints;
- (e) managing our website.

### **What are the main consequences for you if we do not collect your personal information?**

We take all reasonable steps to only collect the minimum amount of personal information to enable us to perform our functions. Please note, it may not be possible for us to properly engage with you – in a way that discharges our legal obligations - without collecting your personal information. Additionally, if visitors (including contractors) to our premises do not allow us to collect their personal information, we may not allow them to access our property.

### **Who do we usually disclose your personal information to?**

In performing our functions and activities, we may disclose your personal information to third parties. Such disclosures are commonly limited to the Rules Participants, government bodies, our employees, officers and stakeholders.

In certain circumstances specified in the Pilbara Regime we are required to publish reports, updates and other information on our website. The information published on our website will only contain personal information if reasonably necessary or authorised for the purpose of the publication.

We also ensure that personal information we hold is stored only within Australia and cannot be accessed by a person located outside Australia.

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### **How can you access/correct your personal information or make a complaint about our privacy practices?**

Please refer to our Privacy Policy for guidance about how you can:

- (a) request access to the personal information we hold about you;
- (b) request a correction to the personal information we hold about you;
- (c) query or complain to us about personal information handling practices; and/or
- (d) lodge a complaint to the relevant regulators about how we have handled your personal information.