

AFH Privacy Policy

The AFH collects personal information about Customers. This information may include the Customer's name, contact details (including mailing or street address, email address, telephone number), banking details and any other information necessary to provide the AFH products or services to Customers, including sensitive information.

The AFH may collect personal information about Customers for various purposes, the primary purpose being the supply of Electricity Services to Customers. Other purposes may include the provision of relevant information about the Electricity Services, the conduct of appropriate credit checks, debt collection and informing Customers of any changes to the Electricity Services, as well as of any other products and services that may be of interest to Customers.

The AFH may disclose personal information of Customers on a confidential basis to third parties in the course of delivering the Electricity Services and other related products and services. These parties may include our related entities, third parties that provide products and services to the AFH or other third parties such as credit reporting agencies and debt collecting agencies that assist in carrying out the Electricity Services. The AFH may also disclose personal information of Customers as required or permitted by law.

You must give AFH any information it reasonably requires for the purposes of any Electricity Supply Agreement you enter. This privacy policy requires that the information must be correct, and you must not mislead or deceive AFH in relation to any information provided for the privacy policy to stand.

You must advise AFH promptly if any information you have provided changes, including if your billing address changes or if your use of Electricity Services changes.

The AFH will comply with all relevant privacy legislation in relation to your personal information.

If you wish to further contact AFH about the handling of your personal information, accessing or correcting your personal information or to make an inquiry or complaint in relation to personal information, please contact AFH's Privacy Officer on afh@outlook.com.au