

## Residential Efficiency Scorecard

### Privacy Collection Statement and Conflict of Interest Statement

*This Proforma is designed to assist accredited assessors to notify their customers of any conflict of interest they may have and to provide them with an understanding of the Privacy Collection Statement they are required to give to each customer they collect personal information from. Data is held on behalf of all Australian governments by the Victorian Department of Energy, Environment, and Climate Action. This paragraph should be deleted by the assessor when giving the document to customers.*

**[insert name of Assessor and name of Intermediary, where applicable]** does not represent or act on behalf of any Australian State or Territory and their respective departments and agencies. This assessment is being performed by **[insert name of Assessor]** **[insert assessor number]** as a private provider accredited to utilise the Scorecard Tool.

### How your data is protected - Privacy Collection Statement

Personal information about you collected during this assessment will be protected because the Assessor you are dealing with has agreed to be bound by the Privacy and Data Protection Act 2014 (Vic) and to comply with its Information Privacy Principles.

The Assessor will collect and store personal information about you. This information will only be used to complete the energy efficiency assessment of your home, unless you consent for your information to be used for another purpose, such as receiving information from organisations who can offer energy services to you.

Given your information is entered into a software tool developed by the Victorian Department of Energy, Environment and Climate Action (DEECA), any information you provide will be received, stored and protected by that Department under the Privacy and Data Protection Act 2014 (Vic) requirements.

Your personal information may be:

- used to contact you for research purposes or to advise you of other government programs.
- provided to trusted third parties bound to the Privacy and Data Protection Act 2014 (Vic) to survey your satisfaction with this energy assessment service, conduct quality assurance audits or validate the rating of a property.
- provided to organisations who can offer energy upgrade services to you if you provide consent below.

Your personal information will not be published in a way that could identify you or your home unless you give consent.

Non-personal information may be:

- provided to other relevant government departments with responsibilities in the areas of environment, planning, energy, regulation, health and safety, for the purposes of policy development.
- provided to academic researchers that fulfil DEECA's requirement that the research be for common good.

If you have any concerns or questions about the way your information is being handled, a copy of DEECA's Privacy Policy can be provided on request by emailing [foi.unit@delwp.vic.gov.au](mailto:foi.unit@delwp.vic.gov.au). Alternatively, you can contact the Office of the Victorian Information Commissioner on 1300 006 842 or [enquires@ovic.vic.gov.au](mailto:enquires@ovic.vic.gov.au). Further information is available at [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)

Should you wish to obtain a copy of your assessment you may contact [scorecard@delwp.vic.gov.au](mailto:scorecard@delwp.vic.gov.au) .

**I consent to receive information about products or services that will increase the energy performance rating of my home from providers who will receive my contact details.**

**Yes/No** (please circle your preferred response)

### Disclosure of Assessor Conflict of Interest

Please complete either A or B, where applicable:

- A) I acknowledge that the Assessor has advised me that the Assessor is not affiliated with any companies, products or services, and no potential conflicts of interest exist in respect of the recommendation of particular house upgrade solutions. I also understand that I am under no obligation to purchase any products or services from the assessor.
- B) I acknowledge the Assessor has declared a conflict of interest by being associated with or employed by the following companies that may provide a financial benefit to them if I purchase any of their recommended solutions. I understand that I am under no obligation to purchase any products or services from the Assessor or any other organisation.

Businesses disclosed:

Business name	Nature of relationship (employee/owner/contractor)	Nature of actual or potential conflict
		<input type="checkbox"/> Company offers house upgrade solutions that it profits from. <input type="checkbox"/> Company can/will create certificates for upgrade solutions under Victorian Renewable Energy Target Act 2007 that it will profit from. <input type="checkbox"/> Other, please list: _____ _____

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### If there is a dispute – Scorecard Code of Conduct

[insert name of Assessor] is subject to a Code of Conduct which requires they act lawfully, fairly and respectfully towards customers and potential customers. Details of the Code can be viewed at <https://www.homescorecard.gov.au/about-scorecard/privacy-code-of-conduct-and-complaints>.

If you believe that [insert name of Assessor] has breached the Code of Conduct then you should first contact [insert name of Assessor] at [insert contact phone number and email of assessor]. If you are not satisfied with the response from [insert name of Assessor] then you can lodge a

complaint at [scorecard@delwp.vic.gov.au](mailto:scorecard@delwp.vic.gov.au). If a dispute between you and **[insert name of Assessor]**, does not include a breach of the Code of Conduct, then you should contact the government agency responsible for consumer affairs in your state or territory for assistance.