

Residential Efficiency Scorecard

Privacy and Conflict of Interest Statement

This is a template of the Residential Efficiency Scorecard - Privacy Statement which accredited assessors are required to complete with their own contact details and provide to each customer who receives a Scorecard assessment

1. [insert name of Assessor and name of Intermediary, where applicable] does not represent or act on behalf of the State of Victoria or the Department of Environment, Land, Water and Planning (the Department) and this assessment is being performed by [insert name of Assessor] [insert provider number] [and Intermediary, where applicable] as a private provider accredited to utilise the Scorecard Tool.

Code of Conduct

2. [insert name of Assessor] is subject to a Code of Conduct which can be viewed at <http://www.victorianenergysaver.vic.gov.au/residential-efficiency-scorecard>
3. 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 help.scorecard@delwp.vic.gov.au.
4. If a dispute between you and [insert name of Assessor and name of Intermediary where applicable], 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.

Privacy Collection Statement

This tool was developed by the Victorian Department of Environment Land, Water and Planning, (DELWP). Independent Assessors have been authorised to use the tool across Australia. Your information will be protected because the Assessors [and Intermediary, where applicable] are bound by the *Privacy and Data Protection Act 2014* (Vic) .

As part of the rating process, the Assessors [and Intermediary, where applicable] may collect and store personal information about you. The Assessors [and Intermediary, where applicable] will only use your personal information (such as your name, address and contact information) to complete the assessment of your home, unless you consent for your information to be used for another purpose.

Given your information is entered into a tool developed by the DELWP, any information you provide will be received by DELWP. DELWP may use this information to contact you for research purposes or to advise you of other government programs.

If you have any concerns or questions about the way your information is being handled, a copy of DELWP's Privacy Policy can be provided on request by emailing 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 . Further information is available at www.ovic.vic.gov.au or www.cdpd.vic.gov.au

DELWP protects individual's personal information in accordance with the Privacy and Data Protection Act 2014 (Vic). The information you provide will be used for the purpose of rating the energy performance of your home. Your details may be provided to other relevant government departments with responsibilities in the areas of environment, planning, energy, regulation and safety, for the purposes of policy development. Your information may also be provided to organisations who can offer energy services to you. We may provide your information to trusted third parties bound to the Privacy Act to survey your satisfaction with the energy assessment service.

You can access the information you have provided by contacting help.scorecard@delwp.vic.gov.au

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Disclosure of my personal information to third party suppliers

Please circle:

Yes/No I consent to the Assessor [and Intermediary, where applicable] providing my name and contact information to various suppliers so that I can be contacted about products or services that will increase the energy performance rating of my home. I understand that if I don't provide consent to this disclosure, the energy performance assessment may still proceed but the Assessor [and Intermediary, where applicable] will be prevented from disclosing my personal information to third party suppliers of energy performance products.

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 [and Intermediary, where applicable] 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 as result of its recommendations.
- B) I acknowledge the Assessor [and Intermediary, where applicable] has declared a conflict of interest through the following companies:

As such, I am aware that there is a potential Conflict of Interest in respect of the recommendation of particular house upgrade solutions where the Assessor [or the Intermediary, where applicable] is an agent or a supplier of such a house upgrade solution. I understand that I am under no obligation to purchase any products or services from the Assessor [or the Intermediary, where applicable]

Name and Address

Signature

Date