



**Solar
Accreditation
Australia**

Privacy Policy

1. Privacy Statement

Solar Accreditation Australia Limited (ACN 666 008 368) (**SAA/we/us**) is a not-for-profit organisation established to advance the effective accreditation of designers and installers in accordance with the Small-scale Renewable Energy Scheme (**SRES**). SAA is appointed by the Clean Energy Regulator as the installer and designer accreditation scheme operator (**ASO**).

The purpose of this Privacy Policy is to set out the type of information SAA collects and how we will hold, use and disclose your personal information.

SAA values the privacy of its employees, contractors, members and community. The way we manage your personal information is governed by *The Privacy Act 1988 (Cth)* (the **Privacy Act**) and the Australian Privacy Principles (**APPs**) established under the Privacy Act. Please note that this Privacy Policy does not extend your rights or SAA's obligations beyond those defined in the Privacy Act. If there is any inconsistency between this Privacy Policy and the Privacy Act, this Privacy Policy shall be interpreted to give effect to and comply with the Privacy Act.

Whenever it is lawful and practicable, we may allow you the option of not identifying yourself when dealing with us. For example, general access to our website does not, and general telephone queries do not, require you to disclose personal information about yourself. However, there are certain interactions where we may need to collect personal information from you for a specific purpose. By providing your personal information you are deemed to have consented to the collection, use, disclosure and storage of that information as outlined in this Privacy Policy.

2. Definitions

For the purposes of this Privacy Policy, these terms have the following meanings:

- **Personal information** has the meaning given to it in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether the information or opinion is recorded in a material form or not. Examples of personal information include an individual's name, address, telephone number and date of birth.

- **Sensitive information** includes information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sexual orientation or practices.

This Privacy Policy includes examples but is not intended to be restricted in its application to such examples. Where the word 'including' is used, it shall mean 'including without limitation'.

3. Collection and Use of Personal Information

SAA will ordinarily only collect personal information directly from you and where it is reasonably required for our functions and activities. We are authorised or required by relevant regulators to collect certain information in the course of our activities for the SRES and our role as ASO.

When collecting personal information, we will tell you why we are collecting the information, what we plan to do with it and identify any third parties to whom we might disclose your personal information where it is required via a collections notice.

Your personal information will be collected by SAA from a variety of sources including:

- our website;
- your creation of an account, submission of an accreditation application or engagement with our services;
- our organisation's activities, events or marketing;
- your activity on our website;
- our interactions with you by mail, telephone, email or internet; and
- sources where you have consented to us collecting your information.

From time to time, we may receive personal information about you from third parties such as the Clean Energy Regulator, Clean Energy Council, SCC Agents, network service providers, electrical regulators for each State and Territory, finance companies for green loans, and Services Australia. We receive this personal information for purposes that assist us with our operation of the accreditation scheme and updating you on your accreditation status and requirements.

If we receive your personal information from another source in the normal course of our business activities, we will contact you to let you know that we have obtained your personal information, how we have obtained your personal information, what we intend to do with it and seek your consent to deal with it, as if we had collected the information from you directly.

3.1 General information collected

We may collect the following types of personal information:

- full name, date of birth, gender, address and contact details;
- government identifiers such as drivers licence and electrical licence details;
- where you submit an application with us – your educational and professional background, certifications, insurance details, contact details of your references, and other contact details that may be collected through the compliance reports, inspection reports, application forms and reference groups from the Clean Energy Regulator;
- feedback, complaints, and survey responses.

3.2 Usage information collected via our website

Every time you visit our website, SAA may collect information about you, including:

- the date and time of your visit to the SAA website;
- how you interact with the website;
- your IP address and device information;
- the type of browser and operating system you are using; and
- any address of a recurring site and any website you are about to visit.

The above information provides SAA with details about how the website is used including the frequency and duration of visits, and which web pages you have accessed on the website. The information we collect will not personally identify you.

3.3 Cookies

Most commercial websites, including our website, use cookies. Cookies are pieces of information that websites send to the browser and are stored in the computer hard drive. Cookies make using the website easier by storing information about your preferences on the website. Cookies will not identify you personally. If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when cookies are being used. However, by disabling

the 'cookie' function in your web browser you may impede your ability to use parts of the website.

We partner with well-recognised third-party vendors such as Google Analytics to allow tracking technologies, through the use of first party cookies and third-party cookies. The purposes of the cookies are to analyse and track users' use of our website, determine the popularity of certain content and better understand such online activity. By accessing our website, you consent to the collection and use of your information by these third-party vendors. You are encouraged to review their privacy policy and contact them directly for responses to your questions. We don't transfer any personal information to these third-party vendors.

3.4 Sensitive information

Sensitive information will only be collected with your consent and when it is reasonably necessary to carry out SAA's activities.

4. Use of Personal Information

4.1 Use generally

You consent for us to collect, use, disclose and store your personal information for one or more of the following purposes:

- to conduct our activities including [but not limited to] processing accreditation applications, managing your compliance with all Accreditation Scheme rules including CPD and the SAA technical requirements, applying a risk-based approach to compliance activities, communicating accreditation status to our partners and consumers, and maintaining records;
- to provide information about solar accreditation and compliance to you;
- to communicate with you (including through newsletters, social media or online);
- to provide services to you or enter into formal business agreements;
- to comply with our legal and regulatory obligations;
- to comply with the reporting requirements of our funding bodies;
- to help us manage and improve our services and website;
- to conduct research and development activities aimed at developing new services or features;
- to assess, train, work with and manage our staff, volunteers and contractors; and

- to protect the safety and security of our staff, premises and assets.

4.2 Promotions, Marketing, E-Newsletters

SAA does not sell your personal information to third parties for the purposes of direct marketing. This does not prevent us from disclosing personal information to regulators or other government bodies where required or authorised by law, or in accordance with our regulatory and scheme obligations.

However we may use personal information we collect from you to communicate about our activities, services, programs and initiatives that relate to the operation of the accreditation scheme.

This may include (but is not limited to) communications about:

- continuing professional development (CPD) requirements and opportunities, including approved courses, learning pathways and changes to CPD obligations;
- accreditation, renewal and compliance related programs or initiatives;
- updates and information relevant to participation in the scheme, including guidance materials and educational resources;
- the SAA newsletter and other communications about the operation and improvement of the scheme;
- surveys or engagement activities designed to improve our services, systems or stakeholder experience.

We only use personal information for direct marketing where:

- the information was collected directly from the individual;
- the individual would reasonably expect us to communicate with them for these purposes; and
- each communication provides a clear and simple way to opt out of receiving further marketing communications.

We do not use sensitive information for direct marketing without your consent.

Individuals may opt out of receiving marketing communications at any time by using the unsubscribe function included in our communications or by contacting us directly. We will give effect to all opt out requests promptly.

5. Third-party Business and Websites

Our website may contain links to other websites outside of our control and which do not operate under this Privacy Policy. When you click through to these websites, this Policy no longer applies. We recommend that you read the privacy policies for all third-party websites.

6. Disclosure

You consent to SAA disclosing your personal information:

- to third parties who assist us in providing services or who perform functions on our behalf (such as mail service providers, professional advisers and specialist consultants);
- to organisations that assist us in research and development;
- to our accreditation partners to facilitate the operation of the accreditation scheme;
- where it is required, authorised or permitted by law;
- in the public interest (for example where a crime, fraud or misdemeanour is committed or suspected and disclosure is justified); and
- to anyone else who you authorise us to disclose your information to from time to time.

We use our best endeavours to ensure that we only disclose personal information to third-party service providers that have implemented appropriate systems and processes to protect your personal information.

If personal information is disclosed by us to a government agency in accordance with a requirement in a funding agreement, you acknowledge that information may become subject to further disclosure under Freedom of Information or Right to Information Laws.

SAA will de-identify personal information to the extent that it is practical to do so before disclosing it to any third party

We will only disclose personal information, other than as mentioned above, where we are legally required or compelled by a law enforcement or government agency to do so.

6.1 Overseas disclosure

SAA utilises internet carriers to transmit and store documents, databases and other data that may contain personal information. In carrying out these transmission and storage functions on behalf of SAA, these providers may transmit or store personal

information in overseas jurisdictions. SAA will take reasonable steps to ensure that these providers have adequate privacy and security measures in place.

We will notify you of any other specific disclosure to overseas recipients prior to the disclosure taking place.

7. Protecting Your Personal information

While no online service is 100% secure, we take reasonable steps to:

- protect your information from misuse, interference, loss, and unauthorised access or disclosure;
- ensure staff are trained on data and privacy obligations, including our internal Data and Privacy Security Policy; and
- restricting access to those within SAA who require it to carry out their role.

Your personal information is securely stored, either in electronic or hard copy form. We have included reasonable security safeguards for electronic and hard copy records. Reasonable technical safeguards include:

- using passwords to restrict access to SAA systems;
- using multi-factor authentication for log-ins;
- establishing role-based access levels to data to ensure your personal information is restricted;
- using secure systems to store information, such as Microsoft and HubSpot;
- hosting our website with a secure webhost that monitors servers for potential vulnerabilities and attacks;
- ensuring data is encrypted in transit and at rest; and
- backing up systems and data and regularly applying vendor-recommended patches.

SAA treats breaches of your privacy very seriously. Any breach will result in disciplinary action being taken. If a data breach occurs that involves unauthorised access to, disclosure of, or loss of personal information, and is likely to result in serious harm to any individual, we will comply with the data breach notification scheme under the Privacy Act.

8. Retention of Data

We retain personal information for as long as it is necessary to fulfil the purposes for which it was collected, including complying with applicable legal, regulatory, and reporting obligations.

Once personal information is no longer required for any lawful purpose, we will take reasonable steps to securely destroy or permanently de-identify the information.

As an example, our destruction and de-identification methods may include:

- Paper records being placed in security bins and shredded or sent for secure destruction; or
- Archived electronic records being encrypted and placed beyond use to the best of our ability.

9. Accessing and Updating your Personal Information

You have a right to request access to the personal information that we hold about you. If you wish to access your information, please contact our Chief Executive Officer on the details listed below.

SAA will, subject to applicable privacy laws, provide you with access to your information that is stored with us, and will deal with your request in a reasonable time frame- in most circumstances within 30 days.

Please be aware, in some circumstances the law permits SAA to refuse your request to provide you with access to your personal information. In addition to privacy laws, you may have rights to access your personal information contained in certain SAA documents through the *Freedom of Information Act 1982 (Cth)*.

If you believe that any information we hold about you is incorrect, out of date, irrelevant or misleading we will take reasonable steps to correct this information once it is brought to our attention.

10. Lodging a Complaint

If you have a complaint about how we handled your personal information or about any decision to refuse access or correction of your personal information, please contact us using the contact details in clause 12 below. Please lodge your complaint in writing.

We will acknowledge receipt of your complaint as soon as possible after receiving your written complaint. We will then investigate the circumstances of your complaint and provide you with a response within a reasonable timeframe, in most circumstances within 30 days.

If you are still not satisfied with how your complaint is handled by us, then you may lodge a formal complaint with the Office of the Australian Information Commissioner at:

- **Telephone:** 1800 841 118
(if calling from outside Australia including Norfolk Island please call: (03) 7045 5077).
- **National Relay Service:**
 - TTY Users phone 133 677 then ask for 1800 841 118;
 - Speak and Listen Users phone 1300 555 727 then ask for 1800 841 118; and
 - Internet Relay Users connect to the National Relay Service then ask for 1800 841 118
- **Post:**
Office of the Australian Information Commissioner
GPO Box 5218, SYDNEY NSW 2001
- **Fax:** (02) 9284 9666
- **Email:** enquiries@oaic.gov.au
- **Website:** [Privacy complaints | OAIC](#)

11. Changes to this Privacy Policy

SAA may change this Privacy Policy at any time. If we change this Privacy Policy, those changes will be set out in that revised policy and displayed on our website, so that you have immediate access to the changes.

12. How to Contact Us

If you wish to contact us about your personal information, obtain further information or lodge a complaint, please contact our Chief Executive Officer, via:

- **Email:** privacycomplaints@saaustralia.com.au

13. Document History and Review Cycle

This policy is to be reviewed every two years, or whenever a material and relevant change is made to the organisational structure or a related policy.

It is next due for review in January 2028.

Version no.	Description of changes	Pages affected	Approved by / Effective date	Implementation actions
1.0	Initial	All	Board BM2602	Post to Policy Register Advise employees Post to website