



EHON ENERGY TECH PTY LTD — PRIVACY POLICY

Last Updated: December 2025

This Privacy Policy applies to all personal information collected by **EHON Energy Tech Pty Ltd** ("EHON", "we", "our", "us") via our website located at <https://www.ehonenergy.com.au> ("Website"), our cloud-based software platforms, mobile applications, and any related services.

By accessing our website, using our products or services, or providing personal information to us, you consent to the practices set out in this Privacy Policy.

We are committed to protecting your personal information. By submitting your personal information to us, or by using our services, you acknowledge and consent to us using your personal information in accordance with this Privacy Policy.

This Privacy Policy is intended to enhance the transparency of our operations, to notify you of your rights and our obligations, and to provide you with information regarding:

1. the kinds of personal information which we collect and hold;
2. how we collect, hold, use, and disclose personal information;
3. the purposes for which we collect, hold, use, and disclose personal information;
4. how you may access personal information that is held by us and seek correction of such
5. information;
6. how you may complain about a breach of the Australian Privacy Principles ("APP") or registered
7. APP code (if any) that binds us and how we will deal with such complaints;
8. whether we are likely to disclose personal information to overseas recipients; and
9. if we are likely to disclose personal information to overseas recipients, the countries in which such recipients are likely to be located.

This Privacy Policy sets out how we comply with our obligations under the Privacy Act 1988 (Cth) ("Act").

We have taken reasonable steps to endeavour to comply with the APP and the Act, some examples are noted below.

1. Implementation of this Privacy Policy.
2. Staff training and education.
3. Use of checklists to ensure that all APP are complied with.
4. Clear and transparent procedures regarding the handling of complaints and disclosure of information.

If you require a hardcopy of this Privacy Policy, please contact our Privacy Officer on the details below and we will provide you with a copy.



Unit 3, 11-15 Business Drive
Narangba QLD 4504 AU



P: +61 (0) 7 3204 9558
P: 1300 604 999



team@ehon.com.au
ABN: 86 149 515 686

www.ehonenergy.com.au



1. What information do we collect?

The kind of personal information that we collect will depend on how you engage with EHON, including when you interact with our website, platform, or contact us.

Personal Information we may collect includes:

1. name
2. phone number
3. email address
4. company name and role
5. physical or mailing address
6. account login credentials (where applicable)
7. usage details relating to your interaction with our platform
8. browser session information, IP address and approximate geo-location
9. information you submit via forms, registrations, or support requests

We may also collect non-identifiable information such as aggregated analytics, system logs, device information and other technical data.

2. Types of information

Personal Information

Defined in the Privacy Act 1988 (Cth) ("Act") as information or an opinion about an identified individual or an individual who is reasonably identifiable.

If information does not reveal your identity or cannot be linked to you, it is not considered Personal Information.

Sensitive Information

Includes racial or ethnic origin, political opinions, religious beliefs, health information, criminal history, and related categories.

EHON does not routinely collect Sensitive Information. If we ever need to do so, we will only:

1. collect it with your consent,
2. use it for the primary purpose for which it was provided, or
3. use/disclose it as required or authorised by law.

If we receive unsolicited Sensitive Information, we will take reasonable steps to delete or de-identify it.



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3. How we collect your Personal Information

We only collect personal information by lawful and fair means. We collect Personal Information in several ways, including:

Directly from you

1. visit, or submit information through our website;
2. when you visit our premises;
3. submit inquiries or documents to us containing personal information;
4. when you contact us for support or sales enquiries face-to-face or in writing (by letters, facsimile, or email) or by telephone;
5. when you participate in any of our events, promotions, marketing activities, or surveys, or subscribe to any of our publications; or
6. submit an application, quotation, purchase order or service request to us.

Automatically through the website or platform we may collect:

1. cookies
2. tracking pixels
3. device, browser and log data
4. analytics (including via third parties such as Google Analytics)

Cookies are used for:

1. essential Website functionality
2. authentication
3. performance and analytics
4. marketing or retargeting (where applicable)

These cookies may be session-based or persist for up to 12 months and can be controlled through your browser settings.

From third parties

In some cases, we may receive personal information from:

1. your employer or organisation (if they are an EHON customer)
2. service providers assisting us with integrations
3. publicly available sources
4. business partners, industry contacts, or referral networks



Where we receive information from a third party, we will take reasonable steps to notify you where required.

You may elect to disable or turn off cookies in your web browser; however, this may impact upon the services we are able to offer you on our website and may impact upon your ability to access certain features of our website.

Our server will also automatically record your Internet Protocol address (IP address).

An IP address is a numerical designation assigned to each device connected to a computer network by your internet service provider. While IP addresses can be used to identify the general physical location of a computer, they are otherwise anonymous, and we will not use your IP address to identify you.

4. Purpose of collection

We will endeavour to only collect personal information which is relevant to the operation of our business.

Our purpose for collecting personal information about you is so that it may be used directly for our business activities only.

Primary purposes

1. providing access to the EHON platform
2. enabling monitoring, reporting, analytics and other system features
3. integrating with your existing fuel or fluid management systems
4. managing your account, subscriptions, and service requests
5. communicating with you regarding updates, issues, enhancements or support
6. improving our website, platform, and user experience
7. providing secure access and authentication
8. internal administration and record-keeping
9. complying with legal, regulatory or contractual obligations

Direct marketing

We may use your information to send updates about:

1. new EHON features
2. product announcements
3. promotions or industry insights



Direct marketing will only occur where:

1. the information was collected directly from you, and
2. you would reasonably expect such communications.

All marketing messages will include a clear **unsubscribe** option. Opt-out requests are processed within **5 business days**.

Unless one or more of the below scenarios has occurred, we will take necessary steps to prevent personal information from being given to government agencies or other organisations.

1. You have provided your consent.
2. You would reasonably expect that your information would be so disclosed.
3. We have informed you that your personal information will be provided to a third party.
4. We are required by law to provide your personal information to a government agency or other
5. organisation.
6. The disclosure of the information will prevent a serious threat to somebody's life or health.
7. The disclosure of the information reasonably necessary for the enforcement of criminal law.

For example, we may reasonably provide personal information to third party service providers for the purpose of enabling them to provide their services (including IT service providers, data storage, or payment systems operators).

Further we will endeavour to only disclose personal information for the purpose in which it was collected, unless disclosure is reasonably necessary to:

1. assist in locating a missing person;
2. lessen or prevent a serious threat to life, health or safety;
3. take appropriate action with suspected unlawful activity or serious misconduct;
4. facilitate or assist with diplomatic or consular functions or activities;
5. assist certain defence force activities outside Australia;
6. establish or exercise a defined legal or equitable claim; or
7. facilitate or assist confidential alternative dispute resolution activities.

5. Security, access and correction

Security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access. These include:



- secure data centres
- encryption where appropriate
- access controls and authentication
- firewalls, antivirus and intrusion-prevention systems
- staff training

Data retention

Personal information is generally retained for up to **seven (7) years** after our last interaction with you, unless required longer by law.

Information no longer required will be securely destroyed or de-identified.

Storage location

Your Personal Information is stored on secure servers located in Australia. EHON does **not** currently disclose personal information to overseas recipients.

Access

You may request access to your Personal Information. We may require verification of identity before releasing records.

In limited circumstances allowed by the Privacy Act 1988 (Cth), access may be refused. If so, we will provide written reasons.

Correction

Should we hold personal information, and it is inaccurate, out of date, incomplete, irrelevant, or misleading, or incorrect you have the right to make us aware of this fact and request that it be corrected.

If you would like to make a request to correct your information, please contact our Privacy Officer.

In assessing your request, we need to be satisfied that the information is inaccurate, out of date, incomplete, irrelevant, or misleading. We will then take all reasonable steps to ensure that it is accurate, up-to-date, complete, and not misleading.

It is our normal policy to resolve any correction requests within thirty (30) days. If we require further time, we will notify you in writing and seek your consent.

Should we refuse to correct your personal information written notice will be provided to you setting out:



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1. the reasons for the refusal (except to the extent that, having regard to the grounds for the refusal, it would be unreasonable to do so); and
2. the mechanisms available to complain about the refusal; and
3. any other matter prescribed by the regulations.

6. Notifiable Data Breaches

A Notifiable Data Breach is an event where access to your personal data has been gained and there is a risk of serious harm, or it is suspected that there is a serious risk to you.

In the event of a Notifiable Data Breach, we will notify you. Example of Notifiable data Breaches include:

1. loss or theft of physical devices (such as laptops and storage devices) or paper records that contain personal information;
2. unauthorised access to personal information by an employee; and
3. inadvertent disclosure of personal information due to 'human error' (e.g. an email sent to the wrong person).

If EHON experiences a data breach that is likely to cause serious harm, we will:

1. promptly assess the situation,
2. notify affected individuals, and
3. notify the Office of the Australian Information Commissioner (OAIC), where required.

Office of the Australian Information Commissioner (OAIC)

Address: GPO Box 5288, Sydney NSW 2001
Telephone: 1300 363 992
Facsimile: (02) 6123 5145

7. Complaint procedure

If you have concerns about how we handle Personal Information, please contact us using the details below.

Address: Unit 3, 11-15 Business Drive, Narangba, QLD 4504
Telephone: 1300 604 999
Email: team@ehon.com.au



We will:

1. acknowledge your complaint within 2 business days,
2. investigate the matter, and
3. aim to provide a substantive response within 30 days.

If you are not satisfied, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).

Office of the Australian Information Commissioner (OAIC)

Address: GPO Box 5288, Sydney NSW 2001

Telephone: 1300 363 992

Facsimile: (02) 6123 5145

Information Commissioner

The Information Commissioner can decline to investigate a complaint on several grounds including, among other things, where the complaint wasn't made at first to us.

For more information about privacy in general, you can visit the Australian Information Commissioner's website: <https://www.oaic.gov.au/>

8. Changes to this Privacy Policy

We will update this Privacy Policy from time to time. We therefore recommend that you read it each time you visit our website. If you do not agree with this Privacy Policy at any time, please do not continue to use our website. If you do continue to use our website, you are deemed to have accepted the terms of this Privacy Policy as they appear at the time of use.

Continued use of our website or services indicates acceptance of the updated policy.

