

ERES GROUP

SOLAR MAINTENANCE SPECIALISTS

UK | AUS

Privacy Policy

How Eres Group collects, uses and protects personal information in Australia

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1. Introduction

Eres Group Pty Ltd ("Eres Group", "we", "us", "our") is a service, maintenance and installation company specialising in solar photovoltaic (PV) systems, mechanical ventilation heat recovery (MVHR) systems, electric vehicle (EV) charging infrastructure and related electrical and renewable energy solutions for commercial and residential clients, operating from Sydney, New South Wales.

We are committed to protecting the privacy of everyone whose personal information we handle. This Privacy Policy explains what personal information we collect, why we collect it, how we use, hold and protect it, and how you can access or correct it or make a complaint. It applies to clients, prospective clients, suppliers, subcontractors, website visitors and anyone else who contacts us.

We manage personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). We apply the APPs as a matter of policy across our business, whether or not a particular activity is strictly covered by the Act.

2. Who we are

Entity	Eres Group Pty Ltd
ABN	39 691 381 138
ACN	691 381 138
Location	Sydney NSW 2099, Australia
Telephone	+61 2 9085 5869
Email	info@eresgroup.com.au
Website	www.eresgroup.com.au

Eres Group is part of the Eres Group family of businesses, which also operates in the United Kingdom through Eres Group Limited (Company No. 12098657). Questions about this policy or our handling of your personal information should be directed to our Privacy Officer using the contact details above.

3. The kinds of personal information we collect

Depending on your relationship with us, we may collect and hold the following kinds of personal information:

- Identity and contact details — name, job title, organisation, postal address, email address and telephone numbers.
- Property and site information — the address of the property or site where work is quoted for or carried out, access arrangements, and details of installed systems (for example solar PV arrays, inverters, MVHR units or EV chargers) needed to deliver our services.
- Enquiry and quotation details — information you provide when you contact us or request a quote, including the nature of the work required.
- Contract and financial information — purchase orders, invoicing details, payment records and bank details needed to make or receive payments.
- Supplier and subcontractor information — trade qualifications, licences (including electrical licences and solar accreditation), certifications and insurance details.

- Correspondence — records of our communications with you, including emails, letters and notes of telephone calls.
- Website and technical data — where our website collects it, technical information such as IP address, browser type and pages visited (see section 9).
- Images and survey data — photographs, thermal imagery and survey records taken during inspections, cleaning, servicing or installation. These record the condition of equipment and property; we do not deliberately capture images of people.

We do not usually collect sensitive information (such as health information) and ask that you do not send it to us unless it is strictly necessary. If we ever need to collect sensitive information, we will only do so with your consent or as otherwise permitted by law.

4. How we collect personal information

- directly from you, when you contact us by phone, email, through our website or in person, request a quote, or enter into a contract with us;
- from the organisation you work for, where we are engaged by a building contractor, developer, government body, housing provider or other client and you are a site, project or property contact;
- from third parties such as head contractors, landlords, strata or managing agents, or referring clients who ask us to carry out work at a property; and
- automatically, in the limited technical sense described in section 9, when you use our website.

Where it is lawful and practicable, you may deal with us anonymously or using a pseudonym — for example when making a general enquiry — although we will need your details to quote for or carry out work at a property.

5. Why we collect, hold and use personal information

We collect, hold, use and disclose personal information for purposes including:

- responding to enquiries and preparing quotations;
- delivering our services — design, installation, servicing, cleaning, maintenance and inspection of solar PV, MVHR and EV charging systems;
- scheduling appointments and arranging site access;
- invoicing, payments, credit control and account administration;
- complying with our legal obligations, including tax, licensing, electrical compliance certification, work health and safety, and warranty and consumer law requirements;
- managing suppliers and subcontractors, including licence, accreditation and insurance checks;
- maintaining service, warranty and compliance records for installed systems;
- dealing with complaints, claims and disputes; and
- keeping our premises, staff and IT systems secure.

We may send existing clients service reminders and information about our services relevant to their systems. Every such message will include a simple way to opt out, and we comply with the Spam Act 2003 (Cth) for electronic messages. We do not sell personal information, and we do not use it for automated decision-making that has legal or similarly significant effects.

6. Who we disclose personal information to

We only disclose personal information where there is a proper reason to do so. Recipients may include: our employees and engineers; subcontractors and trade partners engaged to help deliver a project (limited to what they need); head contractors, developers, landlords, strata and managing agents or other clients who engaged us to work at a property; manufacturers and warranty providers, where required to register or maintain product warranties; electricity distributors and regulators where installations must be registered, certified or notified; professional advisers such as accountants, insurers, banks and lawyers; IT, software and communications providers who host or support our business systems; and government agencies and regulators where the law requires or authorises it.

7. Overseas disclosure

Eres Group operates in both Australia and the United Kingdom. Personal information may be shared between our Australian and UK operations — for example where systems, administration or expertise are shared — and some of our service providers may store information overseas. Before disclosing personal information overseas, we take reasonable steps as required by APP 8 to ensure the recipient handles it consistently with the APPs. The countries most likely to receive information are the United Kingdom and countries where our cloud service providers host data.

8. How long we keep personal information

We keep personal information only for as long as we need it for the purposes described in this policy and to meet legal, warranty and insurance requirements. As a guide: enquiry and quotation records that do not lead to a contract are normally kept for up to 2 years; contract, invoicing and tax records are kept for at least 5 years in line with taxation law; installation, servicing, certification and warranty records are kept for the operational life of the system or the warranty period, whichever is longer; and safety records are kept for statutory periods. When personal information is no longer needed, we take reasonable steps to destroy or de-identify it.

9. Cookies and our website

Our website may use cookies and similar technologies to make the site work properly and to understand how it is used. You can control and delete cookies through your browser settings. Our website may contain links to other websites; this policy does not apply to those sites and we encourage you to read their own privacy policies.

10. How we protect personal information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. These include access controls and password management, multi-factor authentication on key systems, secure storage of paper records, staff training and confidentiality obligations, and due diligence on the suppliers who process information for us. Our internal standards are set out in our Privacy & Data Handling Policy.

11. Access and correction

You may ask us for access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. Contact us at info@eresgroup.com.au or by phone. We will respond within a reasonable period (normally within 30 days). We do not charge for making a request or for making corrections; if access involves significant retrieval work we may charge our reasonable costs, and we will tell you before proceeding. If we refuse access or correction, we will give you written reasons and tell you how to complain.

12. Complaints

If you have a concern about how we have handled your personal information, please contact us first at info@eresgroup.com.au so we can try to resolve it. We will acknowledge your complaint promptly and respond within 30 days. If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC): oaic.gov.au · 1300 363 992 · GPO Box 5288, Sydney NSW 2001.

13. Notifiable data breaches

If a data breach occurs that is likely to result in serious harm to any individual, we will assess it promptly, notify the OAIC and affected individuals as required by the Notifiable Data Breaches scheme, and take all reasonable steps to contain and remediate the breach.

14. Changes to this policy

We review this policy at least annually and may update it from time to time to reflect changes in our business or the law. The current version, with its issue date, is available on request and, where appropriate, on our website.