

Privacy Policy

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our website **brightnestenergy.com.au**.

In this Privacy Policy, **we, us, or our** means **Global Tours and Travel Pty Ltd** trading as **Brightnest Energy Pty Ltd** (ABN 75 641 980 636).

Personal Information

The types of personal information we may collect about you include:

- Your name;
- Your contact details, including email address, mailing address, and/or telephone number;
- Your location or postcode;
- Information about your energy usage, system preferences, or installation needs;
- Details of solar, battery, or energy products and services we have provided to you or that you have enquired about, and our responses to you;
- Your feedback, opinions, or survey responses;
- Your browser session and geo-location data, device and network information, statistics on page views and sessions, acquisition sources, search queries, and browsing behaviour;
- Information about your use of our website and social media platforms, including through cookies; and
- Any other personal information provided by you directly, indirectly, or via a third party (such as a referral partner or energy provider).

We may collect this information directly from you, from publicly available sources, or from third parties.

Collection and Use of Personal Information

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

- To enable you to access and use our website, associated applications, and social media pages;
- To contact and communicate with you regarding your solar or battery enquiry;
- To provide quotes, proposals, or information about our products and services;
- For internal record keeping, administrative, and installation management purposes;
- For analytics, market research, and business development, including improving our systems and customer experience;

- For marketing and promotional activities, including sending you information about rebates, offers, and updates relevant to your solar or battery system;
 - To comply with our legal obligations, resolve disputes, and enforce our agreements; and
 - To consider your employment or contractor application.
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Disclosure of Personal Information

We may disclose personal information to:

- Our employees, contractors, and related entities;
- Third-party service providers (including IT, data storage, web hosting, marketing, analytics, and payment providers);
- Our installation partners, logistics providers, or warranty and service partners;
- Financial institutions, rebate authorities, or energy regulators where required;
- Professional advisers such as accountants, insurers, and legal representatives;
- Potential business partners, agents, or acquirers;
- Courts, tribunals, regulatory authorities, or law enforcement agencies as required by law; and
- Third-party data processors, such as Google Analytics or Meta (Facebook), which may store data outside Australia.

By providing your personal information to us, you consent to the disclosure of your information to third parties who may be located outside Australia. You acknowledge that we are not required to ensure that these third parties comply with Australian privacy laws.

Your Rights and Controlling Your Personal Information

Choice and consent:

By providing personal information to us, you consent to our collection, use, and disclosure of your information in accordance with this Privacy Policy. You may choose not to provide information; however, this may affect your ability to use our services or receive quotes.

Access and correction:

You may request access to the personal information we hold about you or request corrections if you believe the information is inaccurate or outdated. We will take reasonable steps to update or correct it promptly.

Restricting or unsubscribing:

You may restrict the collection or use of your information or unsubscribe from our marketing communications at any time by contacting us or using the unsubscribe link provided in emails.

Complaints:

If you believe we have breached the Australian Privacy Principles, please contact us with full details of your concern. We will investigate and respond in writing within a reasonable time.

Storage and Security

We are committed to ensuring that your personal information is stored securely. We have implemented suitable physical, electronic, and managerial procedures to protect your information from misuse, loss, and unauthorised access.

While we take all reasonable precautions, we cannot guarantee the security of information transmitted over the internet and any exchange of information is at your own risk.

Cookies and Web Beacons

We may use cookies on our website to analyse traffic, enhance your experience, and deliver targeted advertising. Third parties such as Google and Facebook may use cookies to show our ads across their platforms as part of remarketing campaigns.

You can opt out of remarketing and targeted ads via the following:

- **Facebook:** [Manage Ad Preferences](#)
- **Google:** Ads Settings
- **LinkedIn:** [Advertising Preferences](#)

Web beacons (clear GIFs) may also be used to track website engagement and performance metrics.

Links to Other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices or content of those websites, and this Privacy Policy does not apply to them.

Contact Us

For questions, concerns, or requests regarding this Privacy Policy, please contact us at:

Global Tours and Travel Pty Ltd trading as **Brightnest Energy**

Email: sales@brightnestenergy.net

Website: brightnestenergy.com.au