

Date: 19/07/2026

Privacy Policy

1. Purpose

This policy explains how Unwind Data & AI Pty Ltd collects, uses, discloses and protects your personal information in connection with Victorian Energy Upgrades (VEU) activities.

2. Information we collect

We collect your name, contact details, installation address, energy account details, and details of the products installed and decommissioned at your premises.

3. Why we collect it

We collect this information to deliver the prescribed activity, to create and assign Victorian Energy Efficiency Certificates (VEECs), and to meet our obligations under the Victorian Energy Efficiency Target Act 2007.

4. Who we disclose it to

- The Essential Services Commission (ESC), for certificate creation, verification, audit and program monitoring.
- The accredited installers and sub-contractors engaged to carry out your activity.
- We do not sell your personal information.

5. How we store and protect it

- Records are held in a secure system with access restricted by role.
- Data is encrypted in transit and at rest.
- Our staff and contractors are trained in privacy requirements.

6. How long we keep it

We retain records for at least six (6) years, as required by the VEU program.

7. Your rights

You may request access to, or correction of, your personal information, or make a privacy enquiry, by contacting us on 0481 357 950 or info@unwindai.com.au.

8. Compliance



Unwind AI and Data Pty Ltd

info@unwindai.com.au

ACN: 665 521 237

ABN: 78 665 521 237

11 Gooseberry Rd, 3336 Aintree

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Approved by:

Thomas Taresch – Director

Unwind Data & AI Pty Ltd