

Electricity and Internet Monster
Response to Questions on Notice
Public Hearing – Canberra, Friday 15 May 2020
Mr David Fitzgerald - Director

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QoN: I'm being very specific; do you place a contractual requirement, in a legally binding requirement, on those two entities to store the data on physical servers in Australia?

Correction, customer data is only stored on Amazon Servers. Please see below link to agreement, section 3, which explains how data will stay within the region we have specified the data to be stored.

<https://aws.amazon.com/agreement/>

Amazon is Accredited by Australian Cyber Security Centre (ACSC) and is on the ASD's Cloud Service list

<https://aws.amazon.com/compliance/irap/>

Google is Accredited by Australian Cyber Security Centre (ACSC) and is on the ASD's Cloud Service list

<https://cloud.google.com/security/compliance/irap>

In relation to privacy and data protection, Google and Amazon have an ISO27018 Certificate (which is audited annually) which certificate relates to cloud privacy and is an international standard of practice for protection of personally identifiable information and otherwise complies with, and addresses, the APPs.

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QoN: Who does that? Is it done internally? Is it done by an external auditor of a commercial type or by a government regulator?

Our privacy compliance is audited externally by Enyo Lawyers

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QoN: So the purchase of Alinta Energy by Chow Tai Fook occurred in April 2017. Do you believe you were engaged prior to or after that event?

To confirm, we commenced our service in July 2017.

QoN: Could you take it on notice to provide documentation about communications with you from Alinta with regard to what you're characterising as a suspension of service provision. You're making no referral fees from Alinta at this point in time?

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Suspension of Agreement

DM **Donnelly, Mike**
To: ; [David Fitzgerald](#); [Fraser, Pen](#)

Monday, 2 March 2020 at 11:56 AM

Hi Niall and David,

Following your conversation with Pen this morning we think it would be prudent to suspend our agreement and appreciate if you could remove us from your panel please.

Could you also confirm when you think this could be done and also confirm when this has occurred.

Thank you for your understanding and please reach out directly should you need anything.

Kind regards,

Mike

Mike Donnelly
East Coast Sales Manager



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QoN: And do you have a copy of that that you could provide us with, and any date?

Questions	Channel Response
Describe the activities conducted by the channel on behalf of Alinta or for the benefit of Alinta?	Inbound sales channel
What country (or countries) are the activities conducted from?	New Zealand
What type of data do you have access to as part of those activities (e.g. customer's name and/or address)? Where is that data accessible from (i.e. which countries)?	Accessed from New Zealand. Full customer details required to make a sale after we collect it directly from the customer during sign up.
Do you export or transfer any of the data (i.e. customer data, name or address) to any offshore locations (including to third parties located offshore)?	There is no transfer of data from outside of New Zealand. The only time we export data is to Australia at the request of the respective retailer.
Describe where and how you store customer data and records (including EIC records or call recordings)?	New Zealand office & Site Ground servers in Singapore. A) Approved members of the IT department. B) Office is in New Zealand. C) Our CRM database is stored on cloud-based servers (SiteGround) located in Singapore.
a. Who can access those records / data?	No
b. Can anyone outside Australia access those records / data?	n/a
c. Do you store customer data / personal information in the Cloud? If so is the cloud provider listed on the Australian Signals Directorate ("ASD") Certified Cloud Services List and Gateway Services that are certified by ASD?	No
Do you anticipate any changes to the way in which you store data or have access to data in the 12 months?	No
In what circumstances (if any) does Alinta provide you with personal information relating to its customers i.e. customer's name, address, mobile number, consumption data, EIC recordings etc.	No
Do any third parties have access to records or personal information relating to Alinta's customers (for example do you provide call recordings or EIC to QA officers to review? Do you engage any contractors that may be able to access your systems?) If yes, describe what information they have access to, how it is accessed and whether those third parties store any of this data once it has been viewed.	No
Data security:	A)
a) What systems do you have in place to prevent and detect any data security breaches?	1. Data is encrypted in transit.
b) Has your company experienced any data security breaches or unauthorised disclosure of customer records/ personal information in the last 24 months?	2. Data encryption at rest in place for sensitive information (we have encrypted data storage for sensitive information like: email, phone, ID details to name a few). 3. Modsecurity is implemented at server level to filter out malicious attackers and DoS attacks and is updated every week. 4. IP restriction in place for database to prevent unauthorized external access.
Do you have any IT support that is located offshore? If so what service do they provide and what level of access do they have to customer data?	B) None Located onsite in New Zealand office.
Does your company have a Privacy Policy? Please provide a copy of the policy.	https://electricitymonster.com.au/privacy-policy/
Do you store customer data / personal information in the Cloud? Is the cloud provider listed on the Australian Signals Directorate ("ASD") Certified Cloud Services List and Gateway Services that are certified by ASD?	Stored on Site Ground (which is based in Singapore), which is not on the ASD list.