

PRIVACY POLICY FOR INSTALLER / USER

■ General

LG Chem Australia Pty Ltd (hereinafter referred to as “The Company”) cares about your privacy. The Company provides many products and services. This privacy policy applies specifically to LG Chem Australia Pty Ltd and its websites(<https://www.lghomebattery.com.au>) This privacy policy does not apply to any other LG Chem branded products or services.

The purpose of this privacy policy is to explain how we collect information, what we collect, how we use it, how we share it, and what controls and rights you have. By using the Services, you consent to the terms of this privacy policy. The purpose of this privacy policy is to explain how we collect information, what we collect, how we use it, how we share it, and what controls and rights you have. By using the Services, you consent to the terms of this privacy policy.

The Company may amend this Privacy Policy as required by relevant laws or Company’s internal regulation.

■ Purpose and legal grounds of processing personal data

<User's Personal Data>

1. Information to be collected

Name / Postal Code / Phone number / Mobile phone number / Email / Address / Electricity bill / Whether you own your house / Title, Content, Recipient of Inquiry or Quote Request

2. Purpose

Marketing / Delivering user's contact information to Installers who can introduce LG Chem’s products

3. Method of Collection

Webpage (provided by users)

LinkedIn Lead Generation Campaign (provided by users)

Marketing Automation Tool (Oracle Eloqua)

Facebook Lead Generation Campaign (provided by users)

AllTime Power Lead Generation Campaign (provided by users)

Clickfunnels (CRM Tool, provided by users)

Australia Microsite (lghomebattery.com.au)

4. Legal grounds of processing personal data

The Company may process personal data based on a voluntary consent to the processing of data and for the purposes indicated in such consent. Then a legal basis for processing is the customer’s consent.

The users may suspend the treatment of personal information for the purpose of direct marketing.

■ Retention period

The Company retains the personal data for the period as required by the law. The Company may retain the data which may be used for proving the existence of the contract and the performance of such contract for the period of the contract and by the time all the rights or obligations under the contract are terminated or may retain data until the expiration of the claim limitation period, whichever is longer. - in accordance with the data retention policies applied by the Company. And the Company will destruct personal information without delay when the customer requests or Purpose has been completed.

You may obtain the data retention policies by contacting the Company.

■ Recipients

Except for the following cases, the Company will not disclose personal information with a third party.

Scope	Regions (of data subjects)	Recipient	Purpose	
User's Personal data	Australia			
		Australia Installers [Link] as amended from time to time	Marketing / Introduce LG Chem's products	
		Hubspot (20 Hunter St, Sydney, NSW 2000, Australia)	Temporarily Storing Lead / Delivering Lead / Mediating Recipients	
	Global			
	Oracle (100 Oracle Pkwy, Redwood City, CA 94065, USA)	Collecting leads / Automatic Marketing		
	LinkedIn (10 Marina Boulevard 30-00 Marina Bay Financial Center Tower 2 Singapore 018983)	Collecting leads		

Furthermore, depending on the circumstances, the personal data may be transferred to other entities, e.g. entities providing services to the Company, such as IT service providers, advisers, auditors, and to the extent that it is necessary to fulfill obligations resulting from legal regulations, e.g. to the government authorities.

■ Deletion of personal data

1. The Company will delete the personal data without delay, when the purpose of personal data processing is achieved or the retention period is expired unless the personal data is necessary or mandatory by the laws or the contract with the third party.
2. In case of the personal data in the form of the paper, the Company uses the paper shredder to dispose of such data or incinerate the paper, and in case of the personal data in the form of the electronic files, the Company deletes the data by using the means which preclude any restoration of such data.

■ Rights of the data subject

1. The Company has obligation and responsibility to ensure the rights of data subject with regard to personal data in the Company retained in any form such as electronic files, papers.
2. The laws may grant the customer (or its representatives) specific rights in connection with the processing of personal data by the Company. In situations specified in the regulations, the customer has the right to access their data, rectify it, delete, and restrict the processing of personal data, the right to object to the processing of personal data and the right to data portability.
3. The data subject may exercise its rights by contacting the personal data protection department/team as specified information below and upon receiving your fax, phone or email, the Company will promptly respond. The Company may demand to the data subject the copy of identification by which the Company can verify the identity of the data subject.
4. The Company may request the Power of Attorney and the copy of identification by which the Company can verify the existence of legitimate delegation to the representative of the data subject, if the data subject exercises its rights through its representative.
5. If the personal data are processed under the data subject's consent, the data subject may withdraw its consent at any time without prejudice to the lawfulness of personal data processing before data subject's withdrawal of consent.

■ Transfer of personal data

Considering it engages in global businesses, the Company may provide the users' personal information to the companies located in other countries for the purpose as stated in "Recipients". For the places where the personal information is transmitted, retained or processed, the Company takes reasonable measures for protecting those personal information.

Personal data shall be processed to the extent of "Purpose and legal grounds of processing personal data" and, without prior notice, shall not be processed beyond such scope and purpose.

The personal data are transferred through secured cable or VPN and Company adopts technical and organisational measures necessary to ensure transferred personal data not to be lost, stolen, disclosed, altered or destructed. If you need further information regarding technical and organisational measures to be adopted, contact as below information, then we will promptly respond to your inquiry.

■ Personal Information Protection Management Director

Department Name: LG Chem Process Innovation Group

■ Personal Information Protection Management Department

- ① Department Name: LG Chem Security Audit Team
- ② Name: Ukhyeon Kim
- ③ Tel: +82-2-3773-0981
- ④ Email: security@lgchem.com

■ Personal Information Handlers

- ① Department Name: LG Chem ESS Battery Division
- ② Name: Hyukjoon Kwon
- ③ Tel: +82-2-3773-6967
- ④ Email: hkwon@lgchem.com

■ Right to lodge a complaint with a supervisory authority

You may lodge a complaint with a supervisory authority i.e. the President of Data Protection Authority, Office of the Australian Information Commissioner

※ Supervisory Authority is a separate organization from the Company. If you are not satisfied with Company's response to your complaint regarding your rights on personal data and you need further assistance, then you may lodge a complaint with a supervisory authority.

■ **Customer obligation**

If the customer provides to the Company personal data of his employees, agents, directors, partners, associates, business partners, suppliers and others, the customer is obliged to inform them that the Company is the data controller of their personal data and that it processes their personal data in accordance with the principles set out above, and if requested by the Company, the customer is obliged to provide the Company with confirmation of the provision of such information.

■ **Protection of personal information of children**

The Company does not collect any information from the children under 13 or equivalent minimum age as prescribed in the laws in relevant jurisdiction.

■ **Selling of personal information**

The Company does not and will not sell any personal information.

■ **Enforcement of Privacy Policy**

This Privacy Policy shall enter into force on

List of installer partners

SolarHub

Solargain

Solar Pro

Solar Hub

MPV

HNC Solar

Solargain

Thirroul Solar

Inspire Energy

RLELEC

Soltek Energy

Skyline Solar

Nepean Solar Solutions

Clipsal Solar

ECOelectrical

Harbour Energy

Redshift Solar

Green Volt

Juno Energy

Smart Energy Group

All Solar & Electrix

Solar Powered Homes

Sure Solar

Liberated Energy

SEA Solutions Australia

SunPeople

Sky Energy

Total Solar Solutions

Sapphire Solar

Solargain

Solahart

Solarhub

Solar Smart Electrical

Oasis Electrical

Solar Integrity

Sunergy

AEES Group

Sustainable Power Systems

Sunrise Power Solutions

Obton Lotus Energy Rooftop Solar

Solar Spot

Clipsal Solar

Goliath Solar

Tindo Solar

Construct Solar

Generate Energy

Sol Energy

Sunny Energy

Apex Energy Australia

Glow Heating Cooling Electrical

P4B Solar & Energy Solutions

O'Dea Solar & Electrical

Whitney Solar

Solahart

Infinite Energy

Synergy

Solahart

Solargain

DNX Energy

Radiant Electrical

Envirosave Energy Solutions

Hush Energy

Hielscher Electrical

Hembrows Electrical

Home and Energy

Gem Energy

GI Energy

Green Energy Tech

Solargain

Sure Solar

Solahart

Gold Coast Energy

Electrical Sensations

Ecoelectric

Gold Coast Solar Power Solutions

Sunworks Solar

Expert Electrical

EcoSmart Solar

Major Electrical

Solar Storage Solutions

Raffin Electrical Contractors / Wondai Electrical Services

No Hassall's Electrical Air conditioning and Solar

Delta Electrics