

## EAPA Assessment

The NSW Government takes privacy very seriously and the Energy Accounts Payment Assistance (EAPA) scheme must comply with all legislative requirements. The customer must agree to the below privacy notice at the start of the EAPA assessment to be eligible. You can read the privacy notice to the customer or provide them with a copy.

### EAPA PRIVACY NOTICE

By agreeing to this privacy statement, you are agreeing that the EAPA Provider can give some of your personal information to a NSW Government agency (the Office of Energy and Climate Change which is a part of NSW Treasury and is supported by the Department of Planning and Environment).

The NSW Government collects this information to administer, evaluate and audit the EAPA scheme. The NSW Government may share some of your details with other EAPA providers, your energy retailer or third-party audit service providers. Otherwise, the NSW Government won't share your personal information unless you have given consent or to meet a requirement under law.

Applying for EAPA is voluntary, but some information is mandatory to process your application. If you choose not to provide the required information, you may not be eligible for EAPA.

When you make an application for EAPA, you may have to provide the personal information of other people such as family members, your spouse or partner. Before you provide this information, you must obtain their consent.

The NSW Government uses a third-party system called Microsoft Azure to collect and store your personal information. You have the right to access, or request updates to, the personal information that the NSW Government holds about you.

If you would like to update or amend your information, information about privacy, or information about the EAPA Scheme, you can contact:

Energy Social Programs - EAPA  
Office of Energy and Climate Change  
Postal address: PO Box 435, Parramatta NSW 2124  
Email: [eapa.info@planning.nsw.gov.au](mailto:eapa.info@planning.nsw.gov.au)  
Website: <https://www.energy.nsw.gov.au/privacy>