

Privacy Policy

Last updated: 7 July 2026

This Privacy Policy explains how Modergy Pty Ltd collects, uses, stores, discloses and protects personal information when providing solar, battery, EV charger and related energy services, including through our website, enquiry forms, quotes, proposals, installations and customer support activities.

This document is a template for business use and should be reviewed by a qualified Australian legal adviser before publication or reliance.

1. Who we are

| Item | Details |
|---------------|---|
| Business name | Modergy Pty Ltd |
| ABN | 11 608 969 268 |
| Address | 22/2-34 Karbunya Street, Mermaid Waters QLD 4218 |
| Website | https://modergy.com.au |
| Phone | 1800 663 374 |
| Email | modergy@gmail.com |

2. Scope of this policy

This Privacy Policy applies to personal information we collect when you:

- visit or use our website;
- submit an enquiry, callback request, quote request or booking form;
- upload or send electricity bills, site photos, meter details, property information or other documents;
- request solar, battery, EV charger or related energy services;
- accept a proposal or proceed with an installation;
- contact us by phone, email, SMS, website form or other communication channel; or
- receive marketing, quote follow-ups, promotions or other communications from us.

3. Personal information we collect

The kinds of personal information we may collect include:

- your name, phone number, email address and contact preferences;
- your residential, business or installation address;
- preferred callback dates and times;
- electricity bills, energy usage information, tariff details, meter details, National Meter Identifier (NMI) or other supply details where provided;
- property, roof, switchboard, meter box, electrical infrastructure and installation-site information;
- photos, documents or files you upload or send to us;
- quote, proposal, invoice, payment and project information;
- information about products or services you are interested in, including solar, battery, EV charger and related services;
- communications with us, including email, phone, SMS and CRM records;

- marketing preferences and unsubscribe requests; and
- any other information you provide to us or that is reasonably necessary for us to provide our services.

4. How we collect personal information

We may collect personal information directly from you or from third parties where permitted by law. This may include collection through:

- our WordPress website and website forms;
- GoHighLevel forms, calendars, funnels, CRM records, workflows, email and SMS tools;
- email notifications generated when you submit a form;
- phone calls, emails, SMS messages and other direct communications;
- proposal, quote, invoice and project management processes;
- site inspections and installation activities;
- documents uploaded to GoHighLevel or Google Drive;
- FormBay and related STC, rebate, compliance or grid application processes;
- finance referral processes with external finance providers; and
- subcontractors, installers, product suppliers, energy networks, certificate agents or other service providers involved in quoting, designing, installing, supporting or administering our services.

5. Why we collect, use and disclose personal information

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

- respond to enquiries and organise callbacks;
- assess your property, energy usage and suitability for solar, battery, EV charger or related services;
- prepare proposals, quotes, estimates, designs and recommendations;
- review electricity bills, tariffs, usage patterns and supply details;
- arrange site inspections, installations, commissioning, maintenance, warranty support and customer service;
- process STCs, rebates, grid connection approvals and related energy or regulatory requirements, including through FormBay;
- refer you to external finance providers where requested or relevant;
- issue invoices, manage payments and maintain accounting records, including through Xero and bank transfer processes;
- send quote follow-ups, abandoned enquiry follow-ups, promotions, solar/battery offers, service updates and marketing communications;
- manage customer records, CRM workflows, internal administration, training, reporting and quality assurance;
- comply with legal, regulatory, insurance, warranty, accounting and record-keeping obligations;
- protect our business, customers, contractors, systems and legal rights; and
- improve our website, services, customer communications and business processes.

6. Electricity bills and uploaded documents

Uploading your electricity bill helps us understand your current energy usage, tariff and supply details so we can recommend a more suitable solar, battery or EV charger option. Electricity bills and related documents may contain personal information such as your name, address, account information, NMI, meter details, usage data and tariff details.

We may store uploaded electricity bills and related documents in GoHighLevel, Google Drive, email systems or other business systems used to manage your enquiry, quote, installation or support request. You should only upload documents that you are authorised to provide to us.

7. Marketing communications

We may use your contact details to send quote follow-ups, abandoned enquiry follow-ups, promotions, solar and battery offers, EV charger offers, service updates and other marketing communications by email, SMS, phone or other channels. You can opt out of marketing communications at any time by using the unsubscribe option where available or by contacting us using the details in this policy.

Even if you opt out of marketing, we may still send you non-marketing communications relating to quotes, proposals, installations, invoices, warranties, safety, compliance or customer support.

8. Cookies, analytics and advertising technology

At the time this policy was prepared, we do not use Google Analytics, Google Ads tracking or Meta Pixel on our website. Our website and service providers may still use basic cookies or similar technologies that are necessary for website operation, security, form submission, CRM functionality or user experience.

If we later introduce analytics, advertising pixels, retargeting or other tracking technologies, we may update this Privacy Policy and any website notices as required.

9. Disclosure to third parties

We may disclose personal information to third parties where reasonably necessary for our business and services, including:

- GoHighLevel, email, SMS, CRM, form and automation providers;
- WordPress website, hosting, security and technical service providers;
- Google Drive and related cloud storage or productivity systems;
- Xero, banking and payment-related service providers;
- FormBay, certificate agents, STC processors, rebate administrators and regulatory or compliance service providers;
- electricity distributors, network providers, retailers, meter providers and grid connection parties;
- subcontractors, electricians, installers, designers, engineers, product suppliers and manufacturers;
- external finance providers, brokers or referral partners where finance is requested or relevant;
- professional advisers, accountants, lawyers, insurers and auditors;
- government bodies, regulators, dispute resolution bodies, law enforcement or courts where required or permitted by law; and
- other third parties where you consent or where disclosure is otherwise permitted by law.

10. Overseas disclosure

Some of our service providers, including CRM, email, SMS, cloud storage, website, software, finance, payment, analytics or support providers, may store or process information outside Australia. We may disclose personal information to overseas recipients where this occurs through our ordinary use of these systems or where otherwise required to provide our services.

11. How we store and protect personal information

We may store personal information in GoHighLevel, Google Drive, email accounts, Xero, WordPress systems, proposal systems, FormBay and other business systems. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include password controls, restricted access, cloud platform security settings, staff and contractor access controls, business process controls and reasonable technical and organisational safeguards. No internet, email, cloud or electronic storage system can be guaranteed to be completely secure.

12. Retention of information

We retain personal information for as long as reasonably required for enquiries, quotes, proposals, installations, warranties, compliance, STCs, grid applications, customer support, dispute management, insurance, legal, accounting and business record-keeping purposes. When information is no longer required, we may delete, de-identify or archive it in accordance with our business and legal obligations.

13. Access and correction

You may contact us to request access to, or correction of, personal information we hold about you. We may need to verify your identity before responding. In some circumstances, we may refuse access or correction where permitted by law, in which case we will explain our reasons where required.

14. Complaints

If you have a privacy complaint or concern, please contact us using the details below. We will consider your complaint and respond within a reasonable time.

| Item | Details |
|-----------------|--|
| Privacy contact | modergy@gmail.com |
| Phone | 1800 663 374 |
| Address | 22/2-34 Karbunya Street, Mermaid Waters QLD 4218 |

If you are not satisfied with our response, you may be able to contact the Office of the Australian Information Commissioner or another relevant regulator.

15. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The current version will be published on our website. The date at the top of this document indicates when it was last updated.

16. Website form notice

Suggested wording to display near website and GoHighLevel forms:

By submitting this form, you agree to Modergy's Terms and Conditions and acknowledge that your personal information will be handled in accordance with our Privacy Policy.

Suggested wording to display near electricity bill upload fields:

Uploading your electricity bill helps us understand your current energy usage, tariff and supply details so we can recommend a more suitable solar, battery or EV charger option.