

## **Electricity Direct Privacy Policy**

We know that privacy is important to you. Electricity Direct Ltd (**Electricity Direct, we** or us) have developed and adopted this Privacy Policy to explain to you how we collect, hold, use, and disclose your personal information, in accordance with the Privacy Act 2020.

We may update this policy from time to time. Changes will apply from the date we post them on our website or otherwise notify you. The current version of the policy will be dated so you know when it applies from.

### **Personal Information**

Personal information is any information that identifies you. This can include your name, contact details, information about your electricity or gas account or anything else that would enable someone to identify you based on that information.

Information that is aggregated or has no identifying detail is not personal information.

### **Policy applies to our services**

This policy applies to all the products and services we supply to you, including your use of our website or other support channels. By using those products or services you are authorising us to handle your personal information in accordance with this policy.

We need to collect certain information from you in order to provide you with services. Our terms and application form specify the information we generally need from you and if other information is needed from you, we will tell you. If you don't provide us with personal information when we require it, we may not be able to provide you with our services.

This Policy only applies to you if you are an individual (not if you are acting on behalf of a customer that is a company).

### **Collection of Personal Information**

We collect personal information in a number of ways; from you, from third parties and from your use of our services, including as follows:

- You provide it to us when you contact or interact with us, such as when you apply for our services, provide credit card or bank account details, call our helpline, enter into an agreement with us or contact us by email, phone or our website;
- We generate it when you use our services or website or other channels, such as via cookies or third party tools on our website or through metering of your energy or water usage;
- We get it from third parties, such as credit companies if we need to credit check you; or your authorised alternate contacts on your account, or public sources.

### **How we use your personal information**

We may use your personal information to:

- confirm your identity;
- provide you with services including the supply of energy and any other products or services you have requested and anything related to such supply (such as

dealing with customer service issues, complaints, administration of your account etc)

- process payments from you
- credit check you and provide credit information to other energy supply companies and debt collectors;
- update or improve our services;
- comply or help us comply with our legal and regulatory obligations including our responsibilities in accordance with industry regulations, rules and codes;
- provide information, or enable other parties to provide you with information, about services which we think may be relevant to you (you can opt out of marketing information by contacting us);
- market research (you may opt out of any surveys or other research where we seek additional information from you);
- as required by the lines company and any other providers (like a metering company) we use to supply you with services;
- enable us to manage and assist you including if you are a vulnerable and/or medically dependent customer.

### **Sharing your information**

We can share your personal information with third parties for the purposes it was collected or for a directly related purpose, or another lawful purpose.

We may also share your personal information with third parties:

- who provide us with products or services to support the services we provide (such as metering or lines companies, or other contractors), or to market or promote our services to you. We carefully select such parties and require them to protect your information in accordance with the Privacy Act 2020;
- to enforce or protect our legal rights, including managing disputes and seeking payment for money you owe us;
- if we think we are required or permitted by law to disclose your information.

### **Storage and Security of your information**

We know that keeping your personal information secure is important to you. We store your personal information securely. We only provide access to your information for authorised persons who need it for legitimate business purposes.

We use appropriate security safeguards to keep your personal information protected. If we store your information in the cloud (which may be held outside of New Zealand) we require that our cloud providers have security controls in line with good industry practice to keep your information protected.

We store personal information only for as long as we need to for the intended purposes. After that, if practicable we will destroy, delete or anonymise your personal information. If we are aware of a privacy or data breach that affects your personal information, we will notify you if required by law or we think it is appropriate to do so.

Once you are a customer we may be able to offer you the ability to sign in on our website or [www.smartbillingsolutions.co.nz](http://www.smartbillingsolutions.co.nz) to check your account and other information online. In order to do so we will assign you an account number and ask you to choose a password. Once you have logged in any information you provide (including credit card payments made) will be processed using secure technology. You are responsible for ensuring that your login and password are kept secure. Do not write your password down.

While we take reasonable steps to protect your information, please note that email and access to our website is not always secure (for reasons outside our control).

### **Accuracy and Your Access to Information**

We will try to ensure that all personal information we hold about you is accurate. To help us do this, it is important that the information you give us is accurate. If any information you give us (including your contact details) changes, please get in touch with us to update that information.

You can check the personal information we hold about you by contacting us. We may require you to provide us information to verify your identity (such as a driver's licence or passport).

If you want to find out what information we hold about you, or to request a correction of any such information, please contact us. We will provide you with access to your information, except if one of the limited situations under the Privacy Act 2020 applies where we are not required to (such as for a vexatious request or potential harm to another person). If this happens, we will explain our reasons for refusal.

If you think any of the personal information we have about you is incorrect you can request that it is changed. We will investigate and if we agree, we will change it. If we do not, we will explain our reasons and advise you of your rights to complain about that decision.

In some cases, there may be a charge associated with providing you access to, or copies of, your personal information, or of changing it, but we will let you know beforehand if that is the case.

### **Contacting us and complaints**

If you have any questions regarding this privacy policy, or you want to access, change or correct any personal information, please contact us on +64 9 532 7029, [edl@smartbillingsolutions.co.nz](mailto:edl@smartbillingsolutions.co.nz) or via the contact page on our website [www.electricitydirect.co.nz/contact](http://www.electricitydirect.co.nz/contact).

If you have a privacy-related complaint, please contact us. We'll do our best to resolve your complaint as soon as we can. If it is complex, we may need to investigate it for you.

If you're not satisfied with our response to a complaint, you can contact the Office of the Privacy Commissioner on [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz), 0800 803 909 or via their website at <https://www.privacy.org.nz/about-us/contact-us/>.

Updated 18 September 2023.

---

