

## Privacy Policy

Effective from: 3 July 2023

### 1 Details of this Privacy Policy

- 1.1 Pulse Energy Alliance LP (“Pulse Energy”) is committed to protecting your personal information and privacy rights.
- 1.2 Pulse Energy is also referred to as “we” and “us” in this privacy policy and when referred to, such reference includes any person or organisation to which it has licensed or assigned its rights and obligations.
- 1.3 When we refer to personal information throughout this privacy policy (“Privacy Policy”), we mean personal information as defined in the New Zealand Privacy Act 2020 (“Privacy Act”), being any information about an identifiable individual (“Personal Information”)
- 1.4 This Privacy Policy applies to all Personal Information under the control of Pulse Energy. It does not apply to other Personal Information collected or held by other entities outside of our control, or to the Personal Information of our employees, contractors, or directors.
- 1.5 This Privacy Policy sets out how we will collect, use, disclose, and protect Personal Information collected through the ways outlined in this Privacy Policy. It does not limit or exclude any of rights under the Privacy Act.
- 1.6 By providing your Personal Information to us in the ways outlined in this Privacy Policy, you agree to accept this Privacy Policy.

### 2 Collection of your Personal Information

- 2.1 We collect your Personal Information in a variety of ways, including directly from you, from third parties, and sometimes automatically as set out in this Privacy Policy.
- 2.2 You can choose to decline to provide your Personal Information, however this may affect you becoming a customer, us responding your enquiries, us providing you with energy, gas, liquefied petroleum gas (“LPG”), broadband and/or landline services (together “Services”), or us otherwise carrying out our general business and administrative functions.
- 2.3 We will collect Personal Information as follows:

#### *When you are a Pulse Energy customer*

- 2.4 When you sign up to become, and while you are, a Pulse Energy customer, we will collect Personal Information about you in order to supply you with our Services.
- 2.5 We will collect and store personal information about you and your property, including without limitation your name, address, contact details, date of birth, identification information such as drivers licence or passport details, bank account details, credit card details (where applicable), energy (gas or electricity) connection and consumption information, and/or internet/landline connection information.
- 2.6 We may collect information directly from you during any communication you have with us from our website (Website), via social media, and from third parties involved in the supply of our Services (such as meter equipment owners, meter readers, lines companies). We may ask your previous retailer for information about your energy connection and consumption or your internet or landline connection, and you authorise us to ask for that information.

- 2.7 If you begin the sign-up process on our Website to become a customer, and enter your contact details, but do not successfully complete the application, we may use the information you provide to contact you to see if we can help you complete the process.
- 2.8 We may collect information from you in a variety of ways including but not limited to: in writing, phone, email, recording of inbound and outbound customer calls, social media, live chat, using the contact form on our website, blog posts, social media posts, when you enter a competition, promotion, or complete a survey with us.
- 2.9 We will securely receive information about your electricity and/or gas use from your meter via the meter equipment provider, or meter readers. This information will include the installation control point ("ICP") identifier(s), material serial number(s), and meter readings.
- 2.10 We will securely receive information about your broadband and/or landline usage from our broadband partner.

#### *Our Website*

- 2.11 We do not collect personally identifiable information from your use of our website ("Website"). However, we do collect information from your device for the purposes of understanding how you use our Website and improving our Services to you.
- 2.12 This website information is collected by:
- a) Using cookies;
  - b) Collecting website use information, including user location, and internet protocol (IP) addresses; and
  - c) Analytical tools that we may operate, including but not limited to Google Ads and Google Analytics. Google has its own privacy policy, which you are recommended to read [here](#).
- 2.13 Cookies are small text files placed on your device to collect standard internet log information and visitor behaviour information. Cookies do not collect any identifiable information about you but will identify your device.
- 2.14 You can disable cookies by setting your browser to not accept them. If you disable cookies, you may not be able to use all of the features on our Website.
- 2.15 The customer login platform on our Website is provided by a third party partner which has its own privacy policy, which you are recommended to view [here](#).

#### *Online marketing*

- 2.16 We advertise through social media, Google and other third parties online. These vendors may use cookies to track and target adverts based on your browser history and previous website visits.
- 2.17 We also use remarketing and create similar audiences through our online advertising including but not limited to Facebook and Google, which allow us to advertise to people who may not have entered their details on our website.
- 2.18 You can opt out in the following ways:
- You have the option to opt out of Google's use of cookies by visiting the visiting Google's Ads Settings.
  - You can opt out of DoubleClick's use of cookies by visiting the DoubleClick opt-out page.

- Additionally, you can opt out of third-party vendors' use of cookies by visiting the Network Advertising Initiative opt-out page.

### **3 Use of your Personal Information**

3.1 We will not use or disclose your personal information except in accordance with this Privacy Policy and the Privacy Act. The Personal Information that we hold about you may be used for any of our business purposes and for related purposes, including but not limited to:

- a) Confirm and verify your identity, and the identity of any other person or agent authorised on your account;
- b) Confirm and verify any other information supplied by you, or a third party;
- c) Supply your household with our Services (energy, gas, LPG, broadband and/or landline);
- d) Invoice or direct debit you or your household for the supply and provision of our Services (energy, gas, LPG, broadband and/or landline);
- e) Comply with our obligations to you and other third parties involved in the supply of our Services (energy, gas, LPG, broadband and/or landline) to you and your property;
- f) Communicate and respond to your messages, emails, calls, requests, inquiries and/or feedback;
- g) Carry out credit checks, debt recovery and/or debt collection;
- h) Verify whether you or someone in your household is a medically dependent or vulnerable customer;
- i) Improve our Website and customer service to give you a better user experience;
- j) Advertise and market our Services to you, including contacting you electronically for this purpose;
- k) Carry out our general business and administrative functions;
- l) Conduct research, surveys, promotions and/or competitions, including in conjunction with any of our third party service providers or business partners;
- m) Protect and/or enforce our legal rights and interests, including defending any claim; and
- n) Comply with the Privacy Act and regulations and for any other purpose authorised by you, or the Privacy Act.

### **4 Disclosure of Personal Information**

4.1 We do not sell, lend, trade, rent, exchange, or otherwise disclose your Personal Information to any third party without permission.

4.2 Personal Information may be disclosed to third parties for the purposes outlined above at clause 3, and for directly related purposes, including those required by the Privacy Act.

4.3 Some of these third parties include, but are not limited to:

- a) Pulse Energy's related entities;

- b) Selected agents or third party service providers in order for them to perform services on behalf of Pulse Energy (e.g. meter reads, meter repairs, technology services, and site investigations);
- c) Reporting agencies, credit reporting agencies, debt collection agencies and government agencies such as the Ministry of Justice, Work and Income, New Zealand Police, network companies and/or other energy suppliers;
- d) Third party service providers who provide us with data storage, billing services, software, web-hosting, customer login platforms and servers;
- e) Your representative, nominated agent, and/or other authorities listed on your account; and
- f) Selected business partners who we collaborate with to advertise their goods and/or services to you, if you inform us you would like to be referred to that business partner.

## **5 Storage and security of your Personal Information**

- 5.1 We take the security of your Personal Information seriously and ensure that we comply with our legal obligations to protect your Personal Information.
- 5.2 We take all reasonable steps to ensure that the Personal Information we hold is stored in a safe and secure environment to protect it against loss, unauthorised access, use, modification, disclosure, or other misuse.
- 5.3 Most Personal Information will be held in our customer application, which is stored and processed using Amazon Web Services ("AWS"). Our use of AWS may involve the transfer, processing, and storage of some Personal Information outside of New Zealand. AWS has its own privacy policy when you can read [here](#). Some Personal Information will also be held in physical files at our offices, where it will be protected by appropriate safeguards.
- 5.4 If at any time we need to send Personal Information outside of New Zealand to an overseas agency that may use the information for its own purposes, we will:
  - a) take steps to ensure that we believe on reasonable grounds that the overseas agency receiving the Personal Information is subject to privacy protections that, overall, provide comparable safeguards to those provided under the Privacy Act;
  - b) enter into a binding contractual agreement with the overseas agency receiving the Personal Information confirming that it will protect the Personal Information in a way that, overall, provides comparable safeguards to those provided under the Privacy Act; or
  - c) obtain the express authorisation of the individual concerned to disclose their Personal Information overseas after expressly informing them that the overseas agency may not be required to protect the information in a way that, overall, provides comparable safeguards to those provided under the Privacy Act.

## **6 Storage and security of keys and/or alarm codes**

- 6.1 If we require access to your property, you can provide us with a key or alarm code to enable us or our third party service providers, including meter readers, access to carry out services. Alarm codes you provide to us will be used and stored securely.
- 6.2 If we require a key to gain access to your property, we will arrange a secure key pack to be sent out to you. Once we receive your key, it will be stored in a safe facility and will not be used for any other purpose other to provide access to your property for us or our third party service providers in the course of providing services to you.

6.3 You can find more information relating to the storage and security of keys [here](#).

## **7 Storage and security of your customer account details**

7.1 If you are a Pulse Energy customer, you are responsible for your customer login details, including your account number, email, and password.

7.2 You are responsible for all actions taken using your customer login, including the actions of any person you share your account number, email address and password with.

7.3 You should not share your customer login details with anyone else, except your joint account holder (to the extent this is applicable), or your directors and/or employees (if you are a business).

## **8 Credit card security**

8.1 When you pay for your bill using a credit or debit card, your information is transmitted using Secure Socket Layer (SSL) protocol, which encrypts your information. Your credit or debit card details will be encrypted and securely stored by BAMBORA and Windcave, our trusted PCI compliant third party online payment providers.

8.2 Pulse Energy will not store any of your credit or debit card payment details unless you provide them directly to us, in which case they will be stored securely.

## **9 Retention of your Personal Information**

9.1 We will retain Personal Information that we collect for as long as it is required for the purpose/s for which it was collected, or otherwise as required by law.

9.2 When you cancel your account with Pulse Energy, we may notify our third party service providers and/or selected business partners, as applicable, that you are no longer a Pulse Energy customer.

9.3 Once you cease to be a customer with Pulse Energy, we may contact you if you decide to switch to another energy, gas, LPG, broadband and/or landline supplier, if you owe us any money, and for general business and administrative purposes.

## **10 Accuracy, and Your Right to Correct or Access Personal Information**

10.1 We take all reasonable steps to ensure that your Personal Information that we hold is accurate, up to date, complete, relevant and not misleading.

10.2 If you are a Pulse Energy customer you can access some of the Personal Information we hold on you by logging in to your account through the Website and selecting 'My Account'.

10.3 Subject to certain grounds for refusal set out in the Privacy Act, if you believe that your Personal Information is not accurate, up to date, complete or relevant, or you wish to request that your Personal Information that we hold is provided to you, please contact us by email or post at:

[privacy@pulseenergy.co.nz](mailto:privacy@pulseenergy.co.nz)

Pulse Energy, PO Box 10044, Dominion Rd, Auckland, 1446

## **11 Mandatory reporting of notifiable privacy breaches**

11.1 If your Personal Information is involved in a privacy breach which we reasonably believe is notifiable or must be reported in accordance with the Privacy Act ("Notifiable Privacy Breach"), we will inform the affected individual/s and report the Notifiable Privacy Breach to the New Zealand Office of the Privacy Commissioner.

## **12 Changes to this Privacy Policy**

- 12.1 We may update this Privacy Policy from time to time to reflect changes in our business or the law.
- 12.2 We will notify you of any updates by including a reference to our updated Privacy Policy on our invoice to you if you are a Pulse Energy customer, and by publishing the updated Privacy Policy on our Website and providing you with at least 30 days' notice before the changes take effect.
- 12.3 We encourage you to review this Privacy Policy periodically on the Website to stay informed about how we are helping to protect Personal Information.

## **13 Contact and Complaints**

- 13.1 You are welcome to contact us at [customer.care@pulseenergy.co.nz](mailto:customer.care@pulseenergy.co.nz) if you have any complaints or concerns in relation to this Privacy Policy. We will investigate and respond to any complaints or concerns as soon as possible and in accordance with the time frames and procedures set out in the Privacy Act.
- 13.2 Please direct any questions, concerns, or complaints in relation to this Privacy Policy or the protection of your Personal Information to our Privacy Officer at the above email address. It is preferable that these questions, concerns, or complaints are made in writing.
- 13.3 If you are not satisfied with how we have handled your complaint, you can contact the [Office of the Privacy Commissioner](#).