

# Privacy Statement

Network Tasman is committed to protecting your privacy. Network Tasman Limited collects information relating to both customers and the general public as a routine part of conducting our electricity network business, fibre network business and other business activities. Personal information is any information about an individual that allows an individual to be identified.

We respect your right to privacy, and will work to ensure that the personal information we collect about you is not collected or used unless it is necessary for us to provide our service, and is protected once we have it.

This Privacy Statement sets out what personal information we may collect about you, and how we may store, use and share it, in accordance with relevant laws, including the Privacy Act 1993 up to 30 November 2020 and the Privacy Act 2020 from 1 December 2020 (in each case, the Act). We are committed to ensuring that we manage the collection, use, disclosure and disposal of personal information in accordance with the principles of the Act.

As someone who deals with us and provides us with personal information, you agree to be bound by this Privacy Statement.

## Our Privacy Principles

### Collecting Personal Information

- Only collect personal information we need
- Get it directly from the individual when possible
- Be open about what we are going to do with it
- Be fair about how we get it

### Holding Personal Information

- Keep it secure
- Let people see their own information
- Correct it if the person thinks it is wrong

### Using and Disclosing Personal Information

- Make sure it is accurate before we use it
- Dispose of it when we no longer need it
- Only use it for the reason it was collected
- Only share it if we have a good reason
- Only send it overseas if it will be adequately protected
- Only use unique identifiers when it is clearly allowed

## We may collect personal information about you

In order to provide our services, we may need to collect personal information about you. This can include but is not limited to:

- **Customer Information** Information obtained from mail, website, email, telephone and other sources that is required to facilitate the provision of Network Tasman goods and services to you and any associated billing activity and delivery of the Network Tasman Discount; Administration of your account; Dealing with your queries, network and supply faults and maintenance, contract management, credit and debt management and complaints.
- **Smart Meter Data** Information about electricity usage and quality to optimise network reliability and fault resolution, and where appropriate for billing purposes; Research and analysis of trends and demographics to optimise network management and improve services.
- **CCTV Cameras** Recording of security footage at our sites to monitor site safety and to detect and deter criminal behaviour and acts; To monitor the safety and security of staff and the public at our sites and to complement criminal and safety incident investigations.
- **Electric Vehicle (EV) Chargers** Recording usage and payment activity and information; Chargers may be monitored by CCTV for safety and security of the public and installed equipment and to detect and deter criminal behaviour and acts.
- **Unmanned Aerial Vehicles(UAV)** Incidental and unsolicited information collected in the background when using UAV's for network asset monitoring and fault diagnosis.
- **Other information relating to your use of our services.**

We may store the above information for possible future communications relevant to the purpose of collection.

We may also assign you or the address where you require our service a unique identifier, such as a retailer customer number or installation control point (ICP) number.

## How we collect your personal information

We will generally collect personal information from you directly, including:

- when you first contact us, request a new power connection or sign up for an account in our Web portal
- when you first commence a business or service relationship with us
- while providing any of our services to you (or where any of our agents or contractors do so)
- when you use our Web portal (including when you upload information or material to the Web portal)
- during your interactions and correspondence with us (including when you contact our Customer Services team to make any request, enquiry or complaint to us)
- through closed circuit TV surveillance devices at our sites
- while conducting customer satisfaction and market research surveys

To provide you with the service you need, we may also collect additional personal information from third parties where you have authorised this, this is permitted by law, or where the information is publically available. This may include information from:

- your electricity/fibre retailer
- the Electricity Authority (including to verify your relevant ICP number(s))
- a contractor or other third party helping us to provide services to you
- suppliers of services to us

If you have provided us with personal information about another person, you must have that person's permission to do so. As part of this you need to comply with your obligations under the Act. For example, you may need to tell that other person that you have done so, that they have a right to access their information and that we will handle their personal information in accordance with this Privacy Statement.

## Choice to opt out

If you are at all concerned about us collecting your personal information, you can ask us or your electricity/fibre retailer if it may be possible to opt out of providing it. While some information is essential to provide you with a service, we will let you know what information might not be essential, and if there would be any impact on the level of service we provide to you if you do choose to opt out.

## We will use your personal information for appropriate purposes only

We will only use your personal information for purposes connected with our business, including to:

- verify your identity and any information you provide to us (including your ICP number(s))
- provide or maintain, or facilitate the provision or maintenance of, our services

- improve our services and our Web portal
- manage, maintain and improve our network
- manage our relationship with you, including exercising and enforcing our rights
- interact and communicate with you, including to notify you of network safety issues
- contact you about our services or other initiatives we think you might be interested in
- deal with your requests, enquiries or complaints when you contact our Customer Services team (including any technical support issues relating to the Web portal)
- maintain and administer your account and our records
- in the case of suppliers, to purchase products or services
- undertake marketing, publicity or market research
- manage risks associated with our network, including protecting the safety of people who use or interact with our network
- comply with our legal obligations

We may also use your personal information for other purposes for which you have given permission or which is allowed or required by law.

We may use CCTV footage, if required, for detecting and deterring inappropriate or criminal behaviour at our premises, and monitoring the safety and security of our staff, visitors and property. CCTV footage will usually be retained for a period of 30 days (this may be varied from time to time), after which time it will be deleted.

We may use your personal information to analyse trends, see patterns in our customers' use of our network and for statistical purposes such as demographics to help us improve our customer service, manage our network capability and meet our legal obligations. Wherever practical, your information used in this way will be aggregated with that of other customers, so you are not personally identified.

### **We may share your personal information in certain circumstances**

To help us with any of the purposes we have set out in this Privacy Statement, we may provide your personal information to:

- our employees, contractors, suppliers and agents
- affiliated and related companies
- other third party providers who help us provide services
- our advisors
- a business that supports our services (e.g. a business that hosts or maintains our IT system, data centre or website)
- service providers commissioned to protect the rights, property or safety of Network Tasman or others
- any court, tribunal, regulatory authority or governmental agencies where disclosure is required or allowed by law
- any other person authorised by you or by law

We take reasonable steps to ensure that your personal information is not used by third parties for any other purpose.

## Transfer of personal information outside New Zealand

We may from time to time transfer personal information to third parties outlined above who are located outside New Zealand. If we do so, we will ensure your personal information will be protected by comparable safeguards to those in New Zealand law. If your personal information will not be protected by comparable safeguards to those in New Zealand law, we will tell you that this is the case, and only transfer your personal information with your consent.

## We protect your personal information

We take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date.

We may store your personal information on computer databases and/or in hard copy. We take reasonable steps to ensure your personal information is stored securely and protected from unauthorised access, modification or disclosure and misuse or loss. This includes storing electronic data on servers located in secure premises, firewall and antivirus protection, data encryption and secure passwords and login process. However, due to the nature of email and the internet, we cannot guarantee your personal information will be completely free from access by an unauthorised person (e.g. a hacker). However, we use reasonable safeguards to minimise the risk of this occurring.

We may store your personal information using a third party service provider (including providers outside New Zealand).

If a privacy breach occurs which has caused or may cause serious harm to you, we will notify you of this as soon as practicable either directly or, if that is not reasonably practicable, by public notice.

## You can access the personal information we hold about you

Aside from some circumstances set out in the Act, you have the right to access and correct personal information that we hold about you. To do so, please contact us by sending us an email to [privacy@networktasman.co.nz](mailto:privacy@networktasman.co.nz) and specifying the information that you require changed. We may require you to contact your electricity/fibre retailer if we received the incorrect personal information from them, in order to achieve a permanent correction.

In some cases, there may be a charge associated with providing copies of your personal information to you. If so, we will let you know before sending your information to you.

Some information we hold is necessary to supply you with a service. Wherever practical, we will remove you from our database if requested.

## **We dispose of your personal information once we no longer need it**

We take all reasonable steps to ensure that your personal information is securely destroyed or deleted, once it is no longer needed for the purposes we collected it. We may be required by law to retain certain personal information.

## **Links to third party sites**

This Privacy Statement only relates to our website and services. Our site may contain links to other third party sites. We are not responsible for the privacy practises or the content of other websites. You should check their privacy policies before providing personal information to them or any other third party.

## **We may amend this Privacy Statement**

We may amend this Privacy Statement at any time. Any amended Privacy Statement will be posted on our website and will be effective from the date that it is posted.

## **Further information**

You can call us on 03 989 3600 or email us at [privacy@networktasman.co.nz](mailto:privacy@networktasman.co.nz) to:

- obtain information about how we manage the personal information that we hold
- obtain access to the personal information we hold about you in accordance with the Act and this Privacy Statement
- make a complaint if you believe we have breached your privacy
- ask for the information we hold to be corrected, or removed from our database (if practical)

For further privacy information, please refer to the New Zealand Privacy Commissioner's website – [www.privacy.org.nz/](http://www.privacy.org.nz/).

*Updated December 2020*