

ALPINE ENERGY

PRIVACY STATEMENT

1. INTRODUCTION

Alpine Energy Ltd (AEL) is committed to protecting a customer's privacy. In order to provide customers with an electricity service, AEL often needs to collect personal information about a customer. Personal information is any information about an individual that allows an individual to be identified.

AEL respects a customer's right to privacy, and will work to ensure that the personal information collected about a customer is protected and not collected or used unless it is completely necessary for the service AEL provides to the customer.

This Privacy Statement sets out what personal information may be collected, and how AEL may store, use and share that information, in accordance with the Privacy Act 2020 (the Act).

2. AEL MAY COLLECT PERSONAL INFORMATION ABOUT YOU

In order for AEL to provide services, there may need to collect personal information about you. This can include:

- Your name
- Your postal address, phone number and email address
- Information you provide during any application process, including when you sign up for an account on AEL's Online Services portal
- Information or material you upload to the Online Services portal
- In relation to suppliers or contractors, contact details and any personal information provided when you commence a business or service relationship with us
- The type of service you require from us
- The address where you require AELs service
- Information about your transactions with AEL, including any requests, enquiries and complaints you make to AEL
- Power use at your property
- Power produced at your property
- Network issues at your property
- Information collected incidentally when going about AEL work e.g. when video is used for aerial line monitoring and fault diagnosis
- CCTV footage at AEL sites
- Other information relating to your use of AEL services

AEL may store the above information for possible future communications relevant to the purpose of collection. AEL may also assign you or the address where you require AEL services a unique identifier, installation control point (ICP) number.

3. HOW AEL COLLECTS YOUR PERSONAL INFORMATION

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

- When you first contact AEL, requesting a new power connection

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- When you first commence a business or service relationship with AEL
 - While providing any of AEL services to you (or where any of AEL's agents or contractors do so)
 - When you use AEL's website or the Online Services portal (including when you upload information or material to the Online Services portal)
 - During your interactions and correspondence with us (including when you contact AEL teams to make any request, enquiry or complaint to us)
 - Through closed circuit TV surveillance devices at AEL sites
 - While conducting customer satisfaction and market research surveys

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

- Your electricity 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 AEL 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 AEL will handle their personal information in accordance with this Privacy Statement.

4. CHOICE TO OPT OUT

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

5. PERSONAL INFORMATION USED FOR APPROPRIATE BUSINESS PURPOSES ONLY

Your personal information will only be used for purposes connected with AEL's 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 AEL services
- Improve AEL services and Online Services portal
- Manage, maintain and improve the network
- Manage the relationship with you, including exercising and enforcing AEL's rights
- Interact and communicate with you, including to notify you of network safety issues
- Contact you about AEL services or other initiatives
- Deal with your requests, enquiries or complaints when you contact AEL team(s) (including any technical support issues relating to the Online Services portal)
- Purchase products or services from suppliers
- Undertake marketing or market research
- Manage risks associated with AEL's network, including protecting the safety of people who use or interact with AEL's network
- Comply with AEL's legal obligations

Apart from where it is allowed or required by law, AEL may also use your personal information for other purposes for which you have given permission.

AEL may use CCTV footage, if required, for detecting and deterring inappropriate or criminal behaviour at any AEL premises, and monitoring the safety and security of staff, visitors and property.

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

6. AEL MAY SHARE YOUR PERSONAL INFORMATION IN CERTAIN CIRCUMSTANCES

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

- AEL employees, contractors, suppliers and agents
- Affiliated and related companies
- Other third party providers who help us provide services
- AEL advisors
- A business that supports AEL services (e.g. a business that hosts or maintains AEL's IT system, data centre or website)
- Service providers commissioned to protect the rights, property or safety of Alpine 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

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

7. TRANSFER OF PERSONAL INFORMATION OUTSIDE OF NEW ZEALAND

AEL may from time to time transfer personal information to third parties outlined above who are located outside New Zealand. If this happens, AEL 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, you will be informed, with your personal information only transferred with your consent.

8. AEL WILL PROTECT YOUR PERSONAL INFORMATION

Reasonable steps will be taken to ensure that the personal information AEL collects, uses or discloses is accurate, complete and up-to-date.

Your personal information may be stored on computer databases and/or in hard copy. Again, reasonable steps will be taken 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, it cannot be guaranteed your personal information will be completely free from access by an unauthorised person e.g. a hacker. However, AEL will use reasonable safeguards to minimise the risk of this occurring – this could include storing 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, AEL will notify you of this as soon as practicable either directly or, if that is not reasonably practicable, by public notice and to the Privacy Commissioner as required by the Act.

9. YOU CAN ACCESS THE PERSONAL INFORMATION AEL HOLDS ABOUT YOU

Aside from some circumstances set out in the Act, you have right to access and correct personal information that AEL holds about you. To do so, contact AEL using the contact details set out at the bottom of this statement. AEL may require you to contact your electricity retailer if AEL 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, AEL will let you know before sending your information to you.

Some information AEL holds is necessary to supply you with a service. Wherever practical, AEL will remove you from AEL's database if requested.

10. AEL WILL DISPOSE OF YOUR PERSONAL INFORMATION ONCE NO LONGER NEEDED

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

11. LINKS TO THIRD PARTY SITES

This Privacy Statement only relates to this website and services. AEL's site may contain links to other third party sites. AEL is not responsible for the privacy practices or the content of other websites. You should check their privacy policies before providing personal information to them or any other third party.

12. AEL MAY AMEND THIS PRIVACY STATEMENT

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

13. FURTHER INFORMATION

You can call AEL on 0800 66 11 77 or email AEL at mailbox@alpineenergy.co.nz to:

- Obtain information about how AEL manages the personal information held
- Obtain access to the personal information AEL holds about you in accordance with the Act and this Privacy Statement
- Make a complaint if you believe AEL has breached your privacy
- Ask for the information AEL holds to be corrected, or removed from AEL's database

You can also visit New Zealand Privacy Commissioner's website www.privacy.org.nz