

Privacy Policy (External)

September 2026



Quality statement

This document has been prepared for the benefit of Alpine Energy Ltd (AEL). No liability is accepted by AEL or any employee of this company with respect to its use by any other company(s) and/or person(s).

Version control

Version Number	Amendment Details	Date of Amendment	Amended By
1	New document	13/01/2021	John Creagh - Safety & Risk Manager
2	Reviewed document	21/07/2023	Jo Doyle - Governance Manager
3	Changed to new format	12/02/2025	Aidan Kozyniak
4	Annual review	14/08/2025	Jess McDonald
5	Web data included, annual review	Sept 2026	Jeremy Tomkinson +

This policy is to be reviewed by 16 August 2027.

Responsibilities

AEL employee responsibilities for this policy are tabled below.

Responsibility	Title
Approval	Board/Risk Committee
Owner	Head of Technology
Reviewer	Chief Information Officer

Approval

Formally adopted by	Signature
Chief Executive Officer	
Chief Financial Officer	

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1. Introduction

Alpine Energy Ltd (AEL) is committed to protecting the privacy of individuals. In order to conduct its business, AEL often needs to collect personal information about individuals. Personal information is any information about an individual that allows an individual to be identified.

AEL respects an individual's right to privacy and will work to ensure that the personal information collected about an individual is protected and not collected or used except in accordance with this Privacy Policy.

This Privacy Policy 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. Related policies and documents

The following policies and documents relate to this Policy:

- Privacy Policy - Internal
- CCTV Policy

3. Acceptance of this Privacy Policy

You accept this Privacy Policy, and authorise the collection, use, disclosure, storage, and retention of your personal information by us as described in this Privacy Policy when you interact with or use AEL's services.

4. AEL may collect personal information about you

In order for AEL to provide services and conduct its business, AEL may need to collect personal information about you. This can include (but is not limited to):

- Your name;
- Your postal address, phone number and email address;
- Personal information provided when you interact with AEL or an AEL supplier or contractor, including via AEL's website, phone or teleconference, by letter, email, SMS, online messaging, on social media, or in person;
- Information you provide during any application process, including when you request services via online forms;
- Website-use and analytics information collected through cookies, analytics tools, tag management tools, and similar technologies, such as device and browser details, pages visited, approximate location, clicks, scrolling activity, session recordings, and heatmap data;
- 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 AEL's service;
- Whether you or someone residing at your property (temporarily or permanently) is a medically dependent consumer (as that term is defined in the Consumer Care Guidelines issued by the Electricity Authority);
- 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 (including your image and certain vehicle details where relevant. That CCTV footage does not record sound); and
- Other information relating to your use of AEL services, any interaction you have with AEL, its assets or a supplier or contractor to AEL, or your business or service relationship with AEL.

AEL may store the above information for possible future communications relevant to the purpose of collection. AEL may also use unique identifiers associated with your connection, such as an Installation Control Point (ICP) number.

5. How AEL collects your personal information

AEL will generally collect personal information from you directly, including (but not limited to):

- When you first contact AEL, requesting a new power connection;
- When you first commence a business or service relationship with AEL;
- While providing any of AEL's services to you (or where any of AEL's agents or contractors do so);
- When you use AEL's website, online forms, or other digital services, including when you upload information or material to our website. AEL may also automatically collect certain information about your use of our website and digital services through cookies, analytics tools, tag management tools, and similar technologies;
- During your interactions and correspondence with us (including when you contact AEL teams to make any request, enquiry, or complaint to us);
- Through CCTV at AEL sites; and
- 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 such collection is permitted or required by law, authorised by you, or is publicly available. Personal information may be collected 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; and
- Suppliers of services to us.

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

6. Cookies and analytics technologies

AEL's website may use cookies and similar technologies to support website functionality, maintain website security, understand how visitors use the website, and improve AEL's online services.

Some cookies are necessary for the operation and security of the website and cannot be disabled through AEL's cookie consent settings. AEL may also use analytics and website technologies, including Google Analytics and Microsoft Clarity, as well as tag management tools such as Google Tag Manager, to help operate and manage technologies that collect information about how visitors interact with the website. This may include information such as pages visited, time spent on the website, device and browser information, approximate geographic location, referring websites, clicks, scrolling activity, session recordings, and heatmap data.

AEL uses this information to analyse website traffic, identify usability issues, improve website content and functionality, and support the purposes described in this Privacy Policy. Where required by applicable privacy laws, non-essential cookies and analytics technologies will only be used after you have provided consent.

You may manage your cookie preferences through AEL's cookie consent settings. You may also control cookies through your browser settings, although blocking or deleting cookies may affect the functionality of some parts of AEL's website.

For more information about the cookies and similar technologies used on AEL's website, please see AEL's Cookie Policy.

7. 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 or for you to have a business or service relationship with AEL, 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.

If you use AEL's website or digital services, you may be able to manage the collection of information through non-essential cookies, analytics technologies, and similar tools using AEL's cookie consent settings or your browser settings. However, some cookies and technologies are necessary for the operation, functionality, and security of the website and cannot be disabled. For more information, please see Section 6 (Cookies and analytics technologies).

8. 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, including online services, website functionality, user experience, and digital communications;
- Analyse website usage and visitor interactions to improve website performance, content, security, and functionality;
- 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;
- Purchase products or services from suppliers;
- Undertake marketing or market research (where consent has been provided);
- Manage risks associated with AEL's network, including protecting the safety of people who use or interact with AEL's network;
- Manage AEL's business generally;
- Comply with AEL's legal obligations; and
- As otherwise permitted or required by law, including the Act.

AEL may also use your personal information for other purposes for which you have given permission.

AEL may also use CCTV footage, if required, for detecting, deterring and investigating actual or potentially inappropriate or criminal behaviour at any AEL premises, and/or 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.

9. AEL may share your personal information in certain circumstances

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

- Authorised AEL employees, contractors, suppliers, and agents;
- Affiliated and related companies;
- Other third-party providers who help us provide services;
- A business that supports AEL services (e.g., a business that hosts or maintains AEL's IT system, data centre or website);
- Providers of website, analytics, tag management, hosting, security, and other digital services that help us operate and improve our website and online services;
- Service providers commissioned to protect the rights, property, or safety of AEL or others;
- Any court, tribunal, regulatory authority, or public sector agencies or other person or organisation where disclosure is required or allowed by law; and
- 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.

10. Transfer of personal information outside of New Zealand

AEL may from time-to-time store and/or transfer personal information to third parties outlined above who are located outside New Zealand including providers of website hosting, analytics, tag management, security, and other technology services. 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.

11. 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.

AEL takes reasonable steps to protect personal information held by us from misuse, loss and unauthorised access, modification, or disclosure, including through the use of technical and physical security measures.

Although we take reasonable steps to ensure that personal information held by us (or on our behalf) is protected and held securely. While AEL takes reasonable steps to protect personal information, not method of transmission or storage is completely secure.,. Any transmission of personal information is conducted at your own risk.

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.

12. You can access the personal information AEL holds about you

You agree that any personal information you provide to AEL will be accurate, correct, and up to date.

You must inform us if any of your personal information changes, to ensure that the details we hold about you are up to date and correct.

Subject to the exceptions set out in the Act, you have the right to access personal information that AEL holds about you, and to request AEL amend it if it is incorrect. To do so, contact AEL using the contact details set out at the bottom of this Privacy Policy. 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. If AEL is not willing to correct errors that you have identified in your personal information, you may request that we take reasonable steps to attach a statement to the personal information noting the correction sought.

In some cases, there may be a reasonable 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.

13. 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.

AEL CCTV footage recordings are retained for no longer than they are required for the purposes as set out in this policy. AEL may retain CCTV footage for longer if required by law, or if AEL thinks doing so is appropriate to help it with any of the purposes outlined above.

14. Links to third party sites

This Privacy Policy only relates to AEL and our 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.

15. AEL may amend this Privacy Policy

AEL may amend this Privacy Policy at any time. Any amended Privacy Policy will be posted on AEL's website, setting out the reasons for the amendment. An amendment will be effective from the time it is publicly disclosed on AEL's website.

16. Further information

Alpine Energy Limited is the agency collecting and holding your personal information. AEL's address is 24 Elginshire Street, Washdyke, Timaru 7940

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 Policy;
- Make a complaint if you believe AEL has breached your privacy; and
- Ask for the personal information AEL holds to be corrected on AEL's database.

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

Appendix A - Cookie Policy

Last updated: 02 October 2026

1. Introduction

This Cookie Policy explains how we use cookies and similar technologies on our website. It describes what cookies are, why we use them, and how you can control their use.

Depending on your cookie choices, non-essential cookies and similar technologies may be used when you visit our website. You can accept or reject non-essential cookies through our cookie consent banner.

For information about how we process personal information, please see our Privacy Policy.

2. What Are Cookies?

Cookies are small text files that are stored on your device when you visit a website. They help websites function properly, improve user experience, remember preferences, and provide information about how visitors interact with the site.

Cookies may be:

- **Session cookies**, which are deleted when you close your browser.
- **Persistent cookies**, which remain on your device until they expire or are deleted.
- **First-party cookies**, which are set by our website.
- **Third-party cookies**, which are set by external services we use.

3. Types of Cookies We Use

Strictly Necessary Cookies

These cookies are essential for the operation and security of our website. They enable core functionality such as page navigation, security features, and form submissions.

Because these cookies are necessary for the website to function, they cannot be disabled through our cookie banner.

Analytics Cookies

Analytics cookies help us understand how visitors use our website so that we can improve performance, usability, and content.

These cookies are only activated after you provide consent.

4. Cookies and Technologies We Use

Google Tag Manager (GTM)

We use Google Tag Manager to manage and deploy website scripts and tags.

Google Tag Manager itself does not typically collect personal information or set cookies for analytics purposes. However, it enables the loading of other technologies, including Google Analytics and Microsoft Clarity.

Provider:

- Google Ireland Limited / Google LLC

Purpose:

- Tag and script management

Google Analytics

We use Google Analytics 4 to understand how visitors use our website.

Google Analytics may collect information such as:

- Pages visited
- Time spent on pages
- Device information
- Browser information
- Approximate geographic location
- Referring websites

This information helps us improve our website and services.

Provider:

- Google Ireland Limited / Google LLC

Common cookies may include:

- `_ga`
- `_ga_*`

Purpose:

- Website analytics and performance measurement

Retention:

- As configured within Google Analytics

For more information: <https://policies.google.com/privacy>

Microsoft Clarity

We use Microsoft Clarity to analyse how visitors interact with our website through behavioural analytics.

Microsoft Clarity may collect information such as:

- Mouse movements
- Click activity
- Scroll behaviour
- Device information
- Browser information
- Session recordings
- Heatmap data

This information helps us understand website usability and improve the user experience.

Provider:

- Microsoft Corporation

Purpose:

- User behaviour analytics and website improvement

Retention:

- Where available, retention periods are set within the relevant platform or service. Retention may vary depending on the cookie, technology, service configuration, and user settings.

For more information: <https://privacy.microsoft.com/>

5. Third-Party Providers

The following third-party providers may process information collected through cookies or similar technologies on our website:

- Google Ireland Limited / Google LLC
- Microsoft Corporation

These providers may process data in countries outside your own jurisdiction. Where applicable, safeguards are used to protect personal information in accordance with relevant privacy laws.

6. Your Cookie Choices

You may:

- Accept all cookies.
- Reject non-essential cookies.
- Change your cookie preferences at any time.

You can also manage cookies through your browser settings. Most browsers allow you to view, block, or delete cookies.

Please note that disabling certain cookies may affect website functionality.

7. Consent

Where required by applicable law, we will request your consent before placing or accessing non-essential cookies on your device.

You may withdraw your consent at any time through our cookie preferences tool.

8. Changes to This Policy

We may update this Cookie Policy from time to time to reflect changes in legal requirements, technology, or our website practices.

Any updates will be published on this page along with a revised "Last Updated" date.

9. Contact Us

If you have any questions about our use of cookies or this Cookie Policy, please contact us at:

Alpine Energy

mailbox@alpineenergy.co.nz

PO Box 530

Washdyke

Timaru 7940