

Privacy Statement

Effective from 12th December 2018.

Comtricity

Our privacy policy describes how we collect and manages the personal information (such as your email address and payment details) that you provide to us. In general, the information collected from you is held in accordance with the Privacy Act 1993.

As outlined in our Terms and Conditions you agree that any information you provide to Comtricity is correct. We may not be able to supply electricity to you if your information is incorrect or you do not provide us with the information we require. It is important that you contact us and update your details or any information you have provided if they change.

Comtricity will collect information from you when you use our website or email us with information we require. Typically, this is collected when you join Comtricity or email us.

We collect this information to provide you with the products and services we offer, to ensure we are communicating with the correct customer, ensuring the correct customer pays for their own bills, to inform you of any other products and services we believe may be of interest to you, to improve our products and services, to perform our responsibilities in accordance with statute, or industry rules and regulations and finally, to enforce the terms of our contract with customers or our arrangements with the customer's network company or metering company.

Changes to our Privacy Policy

We reserve the right, at our discretion, to update this Privacy Policy at any time. Changes to the Privacy Policy will be published on our website and will be effective from the date of publication.

Information Security

Comtricity has electronic and physical security measures in place to protect against the loss, access, misuse and, alteration and/or unauthorised disclosure of the information under our control.

However, that while we strive to do everything reasonably possible to protect your personal information and privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us and we are not responsible for the theft, destruction, or inadvertent disclosure of your personal information where our security measures have been breached. Where your information is stored or processed by authorised third parties, we will take all reasonable steps to ensure that it is securely handled.

Our website may contain hyperlinks to other websites that are not managed or controlled by us. This Privacy Policy does not cover the use of such websites. You should review the privacy statements of those websites to understand how your information is collected, stored and used.

You will be required to choose a password when you apply to join Comtricity and this password is used to give you access to your online account with us. You are responsible for keeping your password confidential and for all the activities that occur in your account. Please notify us immediately if you become aware of unauthorised use of your password.

Cookies

A cookie is a small text file that is stored on your computer which can be used to identify a computer (it is not used to identify individuals). Cookies cannot harm your computer with viruses or malware and cannot access any other content on your computer. When you use our website, we assume that you agree to our use of cookies.

We use cookies and similar technologies to help our website run properly and for marketing purposes. Cookies are also used to collect and store information on your activity on our website. This information is then used to improve your experience on our website. Some cookies will expire as soon as you leave our website. Other cookies may remain for a longer period and over multiple visits to our website. We also allow third party remarketing service providers such as Facebook or Google to use cookies on our online services for advertising purposes on third party websites and to ensure that we are providing a personalised and efficient experience for you on our online services. Collected data will only be used in accordance with our Privacy Policy with the privacy policies of Google and Facebook. [Google's Privacy Policy can be found here](#) and [Facebook's Data Policy can be found here](#).

Most browsers will automatically enable cookies. If you want to disable the use of cookies you can do so in your browser settings. You can also set preferences for how our third-party vendors advertise to you using Google's Ad Preferences page and Facebook's Ad Preferences page. If you do block our cookies, then some features of our website may no longer be accessed.

Accessing Your Information

You are entitled to access the personal information we hold about you, and request that we amend it if it is incorrect. You may request to view, correct or update the personal information we hold about you by emailing us at contact@comtricity.nz.

Disclosing Information About You

Comtricity will not disclose, sell, distribute or share your personal information except in accordance with the Privacy Act 1993 or where you have provided authorisation for disclosure. As outlined above your personal information may be made available within Comtricity and to:

- Authorised agents, suppliers and companies (including the network company and metering company) who provide energy related services.
- Web usage analytics agencies (including Google Analytics) to understand how our website is being used and provide you with a personalised experience.
- Industry regulators including the Electricity Authority, Commerce Commission, Utilities Disputes Limited and law enforcement, government and social agencies to assist in the performance of their functions and meet our obligations under the Guideline on Arrangements to Assist Vulnerable Consumer and the Guideline on Arrangements to Assist Medically Dependent Consumers.

Residents outside of New Zealand

Our site can be accessed by people all over the world, in different countries with different laws.

Other jurisdictions may have different laws regarding the storage and use of your personal information. By visiting our site and providing us with data, you acknowledge and agree that your personal information may be processed for the purposes identified in this policy.