

# Privacy Policy

**Effective date:** 1 August 2017

**Section:** HR

## Introduction and Purpose

Network Tasman Limited collects information relating to both customers and the general public as a routine part of conducting our electricity network business and other business activities. We aim to balance the benefits of collecting personal information with the right of individuals to prevent the misuse of their personal information. We are committed to ensuring that we manage the collection, use, disclosure and disposal of personal information in accordance with the principles of the Privacy Act 1993. We have created this privacy policy to help you understand how we collect, use and protect your information when you visit our websites and use our products and services. We reserve the right to change, modify or update this policy at any time without notice.

This Policy is provided for your information and doesn't limit or exclude your rights under the Privacy Act 1993.

## What information does Network Tasman collect?

This policy is to inform Network Tasman customers and the public when we collect personal information, what it is collected for and the principles by which it is managed.

We collect personal information about you as follows but 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 compliment 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.

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## Privacy Policy

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## How does Network Tasman use your information?

The information that we collect from you may be used by us for a number of purposes connected with our business such as:

- Supplying you with products and services;
- Processing your orders or applications and administering your account;
- Enabling an organisation to pay a benefit to a customer (e.g. a dividend from Network Tasman Trust);
- Billing you (unless you pay by another agreed method) and collecting any debt owed to us by you;
- Dealing with your requests, enquiries or complaints and other customer care related activities;
- Informing you about special offers or promotions that are relevant to your relationship with us;
- Carrying out any activity in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution;
- Carrying out activities connected with the running of our business such as personnel training, quality control, network monitoring, testing and maintenance of computer and other systems and in connection with the transfer of any part of our business in respect of which you are a customer or a potential customer; or,
- For general administrative and business purposes.
- CCTV footage specifically may be used for the following purposes:
  - Detecting and deterring criminal behaviour on our sites; and
  - Monitoring the safety and security of our staff and our sites, and completing incident investigations.

## Our Policy Principles

Use of personal information will be in accordance with the following principles.

- There may be times when we need to disclose your personal information to third parties. You authorise us to disclose your information to:
  - Our Network Tasman group companies who may use your information for the same purposes as us;
  - Those who provide us or our group companies with products or services that support the services that we provide, such as (but not limited to) our suppliers, field service providers and contractors;
  - Electricity market participants to allow for the proper function of the market registration, pricing, reconciliation and billing purposes;
  - Credit reference agencies (unless we have agreed otherwise), who may share your information with other organisations and who may keep a record of the searches we make against your name;
  - If someone else pays your bill, such as your landlord, that person;
  - Anyone we transfer our business to in respect of which you are a customer or a potential customer;
  - Anyone who hosts or maintains data centres, service platforms, cloud based solutions and other infrastructure and systems on behalf of us and our Group companies, where your information is processed, hosted or stored; or,
  - Any person or organisation as authorised by the Privacy Act 1993.

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### Privacy Policy

Otherwise, we will only disclose your personal information without your consent if doing so is:

- Necessary to protect or enforce our legal rights or interests, or to defend any claims made against us by any person (including you);
  - Necessary in order to report a cyber incident or for cyber security purposes (including to prevent unauthorised access to, or attacks on, our systems);
  - Necessary to lessen a serious threat to a person's health or safety; or,
  - Required by law.
- We will take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up to date and stored in a secure environment protected from unauthorised access, modification or disclosure.
  - CCTV footage will usually be retained for a period of 30 days (the may be varied from time to time), after which time it will be deleted.
  - You may request access to the personal information we hold about you by sending an email to [privacy@networktasman.co.nz](mailto:privacy@networktasman.co.nz). Please quote your name and address details of the information you want a copy of (this helps us to more readily locate your data). In some cases, there may be a charge associated with providing copies of your personal information to you. If so, we will advise you of this prior to sending your information to you. We will not be able to provide your personal information if we do not know or don't have reasonable grounds to believe it is personal information about you or if disclosing the information would involve the unwarranted disclosure of the affairs of another individual.
  - You can request correction or amendment of the information held by us at any time and as often as necessary by sending us an email to [privacy@networktasman.co.nz](mailto:privacy@networktasman.co.nz) and specifying the information that you require changed. If it is reasonable in the circumstances for us to do so, we will make the requested change or correction, otherwise we'll take reasonable steps to mark that information as having been subject to a change or correction request.
  - We take all reasonable steps to ensure your personal information is appropriately disposed of once it is no longer needed for the purpose for which it was collected.

## Related Documents

- Privacy Act 1993
- Privacy and CCTV; A guide to the Privacy Act for business, agencies and organisations
- Civil Aviation Authority Rules Part 101 and Part 102 for Unmanned Aircraft

**If you have any queries about this Policy, please contact the Corporate Services Manager**

**Approved By:**

**Chief Executive**

**Oliver Kearney**



**1 August 2017**

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