



Plains Power Privacy Policy **Last updated: 28 April 2026**

Plains Power respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 2020.

This policy explains how we collect, use, disclose, and protect your personal information, and your rights in relation to that information.

1. What information we collect

We may collect personal information about you, including:

- Name
 - Contact details (such as phone number, email, and address)
 - Date of birth
 - Electricity usage and consumption data
 - Account and billing information
 - Credit information (including credit history and repayment behaviour)
 - Communications with us
 - Website usage information (including IP address, browser type, and interactions with our website)
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2. How we collect your information

We collect personal information in a number of ways, including:

- When you sign up as a customer
 - When you contact us (by phone, email, social media, or through our website)
 - Through your use of our website and digital services
 - From third parties such as:
 - Electricity network operators
 - Meter equipment providers
 - Previous electricity retailers
 - Credit reporting agencies, including Centrix
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3. Why we collect and use your information

We collect and use your personal information for the following purposes:

- Providing and managing your electricity services
- Billing, payments, and account management
- Assessing your eligibility for services, including through credit checks
- Managing credit risk and account arrangements
- Communicating with you about your account or services
- Meeting our legal and regulatory obligations
- Improving our services and customer experience
- Monitoring and analysing website usage
- Sending you service-related updates and, where permitted, marketing communications

We will only use your information for these purposes or for other purposes permitted by law.

4. Credit checks and credit information

We may carry out credit checks when you apply for our services and, where relevant, during your relationship with us.

These checks involve obtaining information from credit reporting agencies, including Centrix. This may include information about your credit history, repayment behaviour, and creditworthiness.

We use this information to:

- Assess your application for electricity services
- Determine whether a bond, prepayment, or other conditions apply
- Set or review account terms and credit limits
- Manage ongoing credit risk

The outcome of a credit check may affect:

- Whether we provide services to you
- The terms on which services are provided

We may also share information about your account (such as payment history or defaults) with Centrix where permitted by law.

Centrix may retain this information and use it to provide credit reporting services to other organisations.



You have the right to access and request correction of your credit information, both from us and from Centrix.

If you do not provide the information required for a credit check, we may be unable to provide services or may require alternative arrangements.

5. Sharing your information

We may share your personal information with:

- Electricity network operators and meter equipment providers to enable supply and metering
- Other electricity retailers where required (for example, when you switch providers)
- Service providers who assist us in operating our business (such as billing, IT, analytics, and communications providers)
- Credit reporting agencies, including Centrix
- Regulators or government agencies where required by law

Some service providers (such as email and analytics providers including Intuit and Google) may store or process personal information outside New Zealand.

When we transfer personal information overseas, we take reasonable steps to ensure it is protected by safeguards comparable to those required under New Zealand law.

6. Cookies and analytics

We use cookies and similar technologies to:

- Operate and improve our website
- Understand how users interact with our website
- Provide relevant content and advertising

These technologies may collect information about your browsing behaviour and may involve third-party providers.

You can control cookies through your browser settings. Disabling cookies may affect how the website functions.

7. Marketing communications

We may send you:

- Service-related communications (which you cannot opt out of where they are required for regulatory or account purposes)



- Marketing communications (such as newsletters or updates), where permitted by law

You can opt out of marketing communications at any time by using the unsubscribe link in emails or contacting us.

8. Storage and security

We take reasonable steps to protect your personal information from loss, unauthorised access, or misuse.

Your information is stored in secure systems, and access is restricted to authorised personnel. While we use safeguards to protect information transmitted online, no system can be guaranteed to be completely secure.

9. Retention of information

We keep your personal information only for as long as it is required for the purposes for which it was collected, and to meet our legal and regulatory obligations.

When information is no longer required, we take reasonable steps to securely delete or de-identify it.

10. Your rights

You have the right to:

- Request access to the personal information we hold about you
- Request correction of your personal information

To exercise these rights, please contact us using the details below.

11. Complaints

If you have a concern about how we handle your personal information, please contact us first.

If you are not satisfied with our response, you can contact the Office of the Privacy Commissioner.

12. Third-party websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites.



13. Changes to this policy

We may update this privacy policy from time to time. The latest version will be available on our website.

14. Contact us

If you have any questions or requests relating to this policy or your personal information, please contact us:

Email: service@plainspower.co.nz

Phone: 0800 75 25 75