



Plains Power Privacy Policy

Last updated 7th February 2019

Your privacy on the Internet is important to us. This privacy policy discloses what information we gather, how we use it, and how to correct or change it.

Information we collect and how it is used

We may gather various personal information from you including your name, contact details, address, date of birth, email address and electricity consumption. This information may be gathered during your visit to our website, via social media or by speaking to a member of our Plains Power team.

Third Parties who are involved in your electricity supply may also provide us with information from time to time, such as, your network operator, meter equipment owners and your previous electricity retailer.

We'll keep your information secure and it will be held in our customer database in accordance with the Privacy Act 1993. Any information collected will only be used for the purpose it was collected and to ensure we can provide you with any services you have requested.

We may release your information to your network operator should this be requested.

At any time, you may request access to, or correction of, any personal information about you that we hold.

Security

Information you submit to Plains Power and all customer information held by Plains Power is protected by SSL (Secure Sockets Layer) Encryption which will protect you against malicious activity.

Any information you submit via the website is not permanently stored on the website, this includes your data or logon information.

Any information sent via email should be treated as not secure as some emails may not be encrypted.

Our security procedures mean that we may request proof of identity before we are able to disclose sensitive information to you.

Analytics

We use Google Analytics to help us better understand the activity on our website, the way it's being used and how we can work to improve it. This service uses a range of techniques to collect the data and the data collected is anonymous.

Cookies

Cookies are small pieces of information that are stored in a browser-related file on your computer's hard drive when you use our website. Cookies are widely used on most major websites. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. A cookie in no way gives us access to your computer or any information about you other than the data you choose to share with us.

We may use information contained in cookies to make assumptions about the user of the computer and to provide users of that computer with focused advertising that we believe may be of interest, based on that information.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Email and other forms of communication

By becoming a Plains Power customer, you will be included in the communication channels used to send out customers updates, including email and from time to time text message.

We use Mailchimp to deliver our newsletters.

This information will include newsletter's and market updates. You can choose to unsubscribe from the mailing list by following the instructions on the email or contacting us directly. Any form of communication you receive that includes information we are required to provide you for regulatory compliance can not be opted out of.

Updates to our information practices

We reserve the right to change this policy. By continuing to use the website, you agree to be bound by the amended policy. We encourage you to check from time to time to see if the policy has changed.

Contacting us

If you have any questions regarding our privacy policy or any other matter, please contact us at service@plainspower.co.nz or call us on 0800 75 25 75.