

# PRIVACY POLICY

This policy explains how and when solarelectrix.co.nz collects personal information, what we do with it and your right to see or change it.

## PURPOSE

The purpose of this privacy policy is to let users of solarelectrix.co.nz (the 'site') know when we collect personal information and what we do with it.

We don't use, share or transfer personal information in connection with the site except as set out in this policy, or as otherwise set out somewhere on the site (including in terms linking to the site).

Terms of use

## COLLECTION, STORAGE AND USE OF PERSONAL INFORMATION

### No need to disclose personal information

You can use the site without disclosing any personal information.

### Your disclosure of personal information

You may choose to disclose personal information to us when you give feedback or in submission forms. This information can be viewed by site administrators, certain Solar Electrix Limited staff and sometimes third-party contractors who administer or work on the site, or who work on special projects with us.

Don't send us sensitive personal information or include any sensitive personal information in submission forms.

## Holding of information

If you provide personal information, it's held by Solar Electrix Limited. It may be shared with third-party contractors to the extent necessary for them to administer or work on the site, or to work on special projects with us. Email addresses are not made available to the public. Unless required by law, we won't publicise the names or email addresses of individuals who provide feedback to us or who provide us with submission forms without their consent.

## Use of personal information

We'll only use personal information provided to us for the purpose of:

- administering, evaluating and improving the site
- improving our services, and
- communicating with you, including responding to your feedback and information provided in submission forms.

## Feedback

Feedback is important and is used to evaluate and improve the site. If you provide feedback by email, that feedback is sent to appropriate Solar Electrix Limited staff. We may pass on relevant comments to other people within Solar Electrix Limited who administer or contribute content to the site. This could include your email address and other identifying information that you've provided.

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## Submission forms

If you provide us with a submission form, that submission form will be sent to appropriate Solar Electrix Limited staff. We may pass on relevant content from that submission form to

other people Solar Electrix Limited or third parties who administer or are participating in the particular project or consultation that the submission form relates to. This could include your email address and other identifying information.

## STORAGE OF PAYMENT INFORMATION

Your payment details have the security offered by Paystation, a fully Payment Cards Industry Data Security Standard (PCI DSS) compliant certified Solutions Provider.

Paystation is responsible for the security of credit card holder data stored in their system. Paystation will hold and store the credit card holder data in accordance with the requirements of the Privacy Act 2020 (NZ) (Privacy Act), the New Zealand Privacy Principles (NZPPs) and applicable industry standards, including but not limited to, the Payment Cards Industry Data Security Standard (PCI DSS).

Solar Electrix Limited has no right to the credit card holder data or to access the credit card holder data and Paystation has no obligation to provide Solar Electrix Limited with the credit card holder data or access to the credit card holder data.

## STATISTICAL INFORMATION AND COOKIES

### Statistical information collected

We may collect statistical information about your visit to help us improve the site. This information is aggregated and doesn't identify you personally. It includes:

- your IP address
- the search terms you used
- the pages you visited on our site and the links you clicked on
- the date and time you visited the site
- the referring site (if any) from which you clicked through to this site

- your operating system, for example Windows XP, Mac OS X
- the type of web browser you use, such as Internet Explorer, Chrome or Mozilla Firefox
- other things like your screen resolution and the language setting of your browser.

## Use of statistical information

The statistical information referred to above can be viewed by site administrators and certain other Solar Electrix Limited staff.

## Cookies

This site generates persistent session cookies (that is, they have an expiry date and are removed on that date) for the purpose of monitoring site usage. The cookies don't collect personal information. You can disable them or clear them out of your web browser without affecting your ability to use the site.

# CORRECTING YOUR PERSONAL INFORMATION

## Your rights

Under the Privacy Act 2020, you have the right to access and ask us to correct any of your personal information provided to Solar Electrix Limited in connection with your use of this site.

Contact us if:

- you would like to see or change your personal information Solar Electrix Limited has stored, or
- you have any concerns regarding your privacy.

Solar Electrix Limited may require proof of your identity before being able to provide you with any personal information.

## IF YOU HAVE A PRIVACY COMPLAINT

If you're not satisfied with our response to any privacy-related concern you may have, you can contact Solar Electrix Limited.