

Privacy Policy (Australia)

Effective: September 2022

In this Privacy Policy, 'us' 'we' or 'our' means Meridian Energy Limited and our related companies. We are committed to respecting your privacy. Our Privacy Policy sets out how we collect, use, store and disclose your personal information. Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details.

By providing personal information in the context of our operation of a call centre on behalf of a third party (the 'Third Party'), you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between you and the Third Party. Any personal information is entered directly by us into technology systems controlled by the Third Party (other than via our automated call recording software).

We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

What personal information do we collect?

We may collect the following types of personal information on behalf of the Third Party in the context of our operation of a call centre:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- age or date of birth;
- credit card information;
- details of the products and services the Third Party has provided to you or that you have enquired about, including any additional information necessary to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our call centre;
- information you provide to us through the Third Party's customer surveys; or
- any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information either directly from you or from the Third Party. We may collect this information when you communicate with us through our call centre operated on behalf of the Third Party.

Why do we collect, use and disclose personal information?

We may collect, hold, use and disclose your personal information for the following purposes:

- to enable you to access, use and optimise the products and services provided to you by the Third Party;
- to enable you to access and use our call centre;
- to operate, protect, improve and optimise our business and our users' experience, such as to perform analytics and conduct research;
- to enable the Third Party to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;

- to enable the Third Party to send you direct marketing and promotional messages and other information that may be of interest to you;
- as part of a sale or transfer of assets or other corporate transaction; and
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with the Third Party.

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in this privacy policy to:

- our employees and related companies;
- the Third Party and service providers (including providers for the operation of our call centre);
- professional advisers and agents;
- payment systems operators (e.g. merchants receiving card payments);
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Australia

We may disclose personal information outside of Australia to our offices in New Zealand and to third party suppliers and information technology providers in New Zealand.

When you provide your personal information to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting the Third Party directly or us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information as it may be held within the technology systems of the Third Party. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and share your complaint with the Third Party. Either us or the Third Party will respond to you regarding your complaint within a reasonable period of time.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Megan Ferris

Service Centre Training & Compliance Lead

megan.ferris@meridianenergy.co.nz