



PRIVACY POLICY STATEMENT

INTRODUCTION

The **WEL Energy Trust** complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM?

We collect personal information about you from:

- you, when you provide personal information to us, via the website, the SmartyGrants application portal OR through any contact with us (eg, telephone call, email or letter)
- third parties where you have authorised this or the information is publicly available (if possible, we will collect personal information from you directly)

HOW WE USE YOUR PERSONAL INFORMATION

We will use your personal information:

- to verify your identity
- to process your submitted grant funding or loan applications
- to obtain further information for your applications
- to contact you either directly or through bulk communication (eg, text or email)
- to respond to communications from you, including complaints
- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or the Act

DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- any business that supports our services, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services
- any person who is authorised by the Act or another law to require us to supply your personal information (eg, a regulatory authority or law enforcement agency)
- any other person authorised by you

Disclosing personal information overseas:

- Under the above section the Trust will only disclose your personal information to an agency outside of New Zealand if the receiving agency is subject to similar safeguards to those in the NZ Privacy Act; or



- The Trust will inform you that the foreign agency may not be required to protect your information in a way that provides comparable safeguards and we will obtain your authorisation to the disclosure on that basis.

PROTECTING YOUR PERSONAL INFORMATION

We will take all reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. This includes physical and digital storage, which will be stored in password protected files.

Personal information will only be kept for as long as is necessary.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

- You have the right to access your own personal information and request a correction. We will need evidence to confirm that the request is actually from you.
- If we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note the request.

INTERNET USE

- While we take all reasonable steps to maintain secure internet connections, if we are provided your personal information over the internet, the provision of that information is at your own risk.
- If your personal information is posted on a website, you acknowledge and agree that the information may be publicly available.
- If a link on our website is followed to another site, the owner of that site will have its own privacy policy relating to personal information.

BREACHES OF PRIVACY

From 1 December 2020, it is a legal requirement for organisations to inform the Office of the Privacy Commissioner of serious privacy breaches. If the WEL Energy Trust has a privacy breach that it believes has caused (or is likely to cause) serious harm, it will notify the Office of the Privacy Commissioner and affected individual(s) as soon as possible.

CONTACTING US

If there are any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at info@welenergytrust.co.nz.