

Lodestone Privacy Statement

Effective Date: March 2026

Overview

At Lodestone Energy ('Lodestone', 'we', 'us', 'our'), we are committed to protecting the privacy of our customers and complying with the Privacy Act 2020. Our Privacy Statement outlines how we collect, use, store, share, and protect your personal information, as well as what we collect and your rights regarding your data. This statement applies to all current customers, prospective customers, visitors to our website and other individuals we interact with ('you').

You don't have to provide us with all the personal information we request. But if you choose not to share your information, we might not be able to provide you with some or all of our services.

We may update this Privacy Statement from time to time. We will let you know about any changes to our Statement, including by posting on our website and such changes will apply from the date the revised Statement is uploaded. If we make any significant changes to this statement, we will take extra steps to notify you in a way that we think is appropriate (including via website notice, email, or bill insert).

For further information about privacy and your rights under the Privacy Act 2020, you can visit the Privacy Commissioner's website: www.privacy.org.nz.

1. Customers

1.1. What we collect

We collect the personal information we need to set up and manage the energy services we provide to our customers. This may include:

- Your full name, gender and date of birth;
- Your alternate contact and support person details;
- Your contact details
- Property and installation information (including photos of your property);
- Credit check information;
- Billing and payment details;
- Usage data from meters and related devices; and
- Records of your interactions with us (e.g. phone calls, emails, social media messages).

To meet our obligations under the Electricity Authority Consumer Care Obligations, we will also collect personal information of individuals who live at your property who may be medically



dependent on the power we supply. This may include collecting information about their relevant medical conditions.

We also collect some personal information about prospective customers (e.g. contact details).

1.2. Where we collect it from

We collect most information directly from you (for example, when you join us as a customer, or communicate with us). If we have your permission, or the law allows us, we may also collect or verify information about you from third parties, such as:

- Metering and network service providers;
- Solar installers and technical partners;
- Credit reporting agencies;
- Public sources including social media or public registers;
- Other reputable sources including government, law enforcement or regulatory bodies; and
- Online tools or analytics services used on our website.

1.3. What we use your information for

We use customer personal information to:

- Set up and manage your account;
- Supply our energy services to you;
- Monitor and improve system performance;
- Understand your energy usage;
- Manage the risk to medically dependent consumers in the event of a power outage;
- Send bills and process payments (including managing arrears and debt recovery);
- Communicate with you about your services;
- Run our business, including improving our services;
- Provide you with customer support including quality assurance and dispute resolution;
- Where we have your consent, to advise you of any products or services which we consider may be of interest to you, including products and services offered by us and conduct, or contact you for the purpose of market research; and
- Meet legal and reporting requirements.

If we want to use your information for anything outside these purposes, we'll only do so where the law allows or with your permission. Lodestone Energy will never sell or disclose your personal information to third parties excepts as described in the policy.

1.4. Sharing your information

We may share customer information with:

- Relevant third parties where necessary for health and safety purposes (e.g. emergency services);
- Installers, metering providers, distribution companies and technical partners supporting our operations;
- Contractors who help us deliver customer service, billing, IT services, or professional services such as accountants and lawyers;
- Credit reporting agencies (for credit checks or debt recovery);
- Government or industry agencies or regulators as required or permitted by law; and



- Anyone you have authorised us to disclose information to (such as those with authority on your account).

If we want to share your personal information with anyone else, we'll only do so where the law allows or with your permission.

2. Other people we handle personal information about

We also sometimes collect, use, store and share information about people who aren't current or prospective Lodestone customers, such as:

People who contact us with general enquiries or feedback (including via social media);

Landowners who we currently (or may) lease land from;

People we do business with;

Our employees, directors and shareholders; and

Visitors to our offices or sites.

In these situations, we collect and use information only for the purpose(s) it was provided, or for related business functions such as managing health and safety. This personal information may include CCTV or drone footage.

3. Disclosure Outside of New Zealand

Some of our service providers may store or process information overseas. Where that happens, we aim to ensure your information is protected by appropriate security safeguards to a standard consistent with New Zealand privacy law.

4. Security and Retention

We store all personal information we collect in secure systems that can only be accessed by authorised persons when they need it. We use appropriate technical, organisational and administrative security measures to protect the personal information we are responsible for from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

We keep personal information only for as long as it's needed for our business or as required by law.

5. Your Rights

You can ask to access the personal information we hold about you or request a correction if something is inaccurate. If you have concerns about how your information is handled, please let us know and we'll sort it out promptly.

You can contact our Privacy Officer on privacy@lodestoneenergy.co.nz. If you're not satisfied with our response, you have the right to make a complaint to the Office of the Privacy Commissioner at www.privacy.org.nz.



6. Website-related Information

We use cookies and analytics tools to understand website traffic and improve the online experience. These tools may collect anonymous or aggregated information about how visitors use our site. They don't identify you unless you choose to give us personal details through a form or enquiry.