

Toast Electric: Privacy Policy

At Toast Electric we are committed to protecting your personal information and ensuring that we deal with it in accordance with the Privacy Act 2020. The information we collect from you is so that we can supply you with electricity and services. You need to make sure that any information you give us is correct and up to date and that you let us know if anything changes.

We may collect your personal information in several ways:

- when you ask for or use our products or services; for example, via feedback you've given us (including social media posts, live chats and blog posts)
- promotions, customer surveys, information that we've gathered through cookies, emails, faxes, texts, recording of customer service interactions
- credit control, other telephone calls, sales or via any other communications we may have with you.

We may record any communications we have with you, your authorised person, or alternate contact in order to:

- maintain accurate records of our dealings with you
- confirm our contractual commitments to each other, and
- help resolve any disputes between us.

Information we need from third parties

For the purposes listed below, we may obtain information about you and your electricity supply (including historic meter reading information) from any third parties before you become our customer and at any point while you are our customer. This may include credit checking or reporting agencies and government agencies.

If you notify us that you may be medically dependent, you authorise us to collect and disclose any relevant information from or to any health practitioner, Work and Income or other social agency so that we can verify and assess whether or not you are medically dependent customer.

Storing your personal information

We will keep your information secure and, for individuals, will hold your personal information in accordance with the Privacy Act 2020.

We will take all reasonable steps to ensure that all personal information we collect, disclose or use is stored in a secure environment that is only accessed by authorised personnel for legitimate business purposes.

Using your information

You authorise us to use, disclose and match any information about you and your electricity supply for the following purposes, including:

- for any purpose authorised by you, including communicating with authorised persons and alternate contact
- to confirm your identity
- to supply electricity and any other products or services you have asked for
- to administer your account (including invoicing you, sending notices or communicating with you)
- to help improve our customer service, including monitoring and following up questions and complaints to help develop and/or improve products and services
- to inform or contact you about our products, brands, special offers, publications and other promotions we think you may be interested in (including via email or other electronic communications)
- to meet the requirements of these terms and conditions, the law, industry rules and codes of practice
- for credit checking, credit reporting or debt collection, which may involve disclosure to a credit reporting agency. This information may be used by the credit reporting agency to update and maintain credit information files and may, in turn, be accessed by its customers
- to avoid prejudice to the maintenance of the law by any public sector agency, including the prevention, detection, investigation, prosecution and punishment of offences
- to verify your credit and payment history with your previous electricity supplier
- to disclose to the network operator or meter owner for the purpose of installing, maintaining or operating the network or metering equipment or communicating with you
- to disclose to the network operator and/or entity that owns the network to allow them to pass on rebates or discounts to you, or otherwise to communicate with you
- to disclose to the Commerce Commission, Utilities Disputes, or any other government agency or regulatory body, industry body or complaints scheme.
- to disclose your personal information, including information relating to your electricity connection, to the Electricity Authority for the purposes of the Electricity Registry maintained under the Electricity Industry Participation Code 2010. Information disclosed to the Electricity Authority will be collected and held in accordance with the Electricity Authority's privacy policy (see below).

As noted above we may disclose your information to agencies involved in the supply of electricity to you. All these organisations may hold that information and use it for the purposes of providing services

relating to your energy supply and otherwise for meeting legal obligations. You have the right to access and correct information that is held about you by these companies. See the Privacy Policies on their websites for information on how to do so.

Third party	Address and Privacy Policies
MEP: Intellihub Ltd	Website: intellihub.com.au Address: Level 5, 2-6 Crowhurst St, Newmarket, Auckland
MEP: Bluecurrent Ltd	Website: bluecurrent.co.nz/policies/privacy-policy Address: Level 2, 111 Carlton Gore Road, Newmarket, Auckland 1023,
Credit Agency: Centrix Group Ltd	Website: https://www.centrix.co.nz/privacy-statement Level 4, 56 Cawley Street Ellerslie Auckland 1051
Lines Companies	Find your lines company here: https://www.ena.org.nz/your-lines-company/lines-company-map
Your previous electricity provider	Find your previous retailer here: https://billy.govt.nz
Debt Recovery Credit Consultants	Website: Credit Consultants https://creditconsultants.co.nz/- Debt Recovery and Credit Control Solutions Address: PO Box 3359, Auckland 1140
Regulatory: Electricity Authority	Website: https://www.ea.govt.nz Privacy Notice: https://www.ea.govt.nz/privacy-notice Address: PO Box 10041, Wellington 6143
Disputes Body: Utilities Disputes	Website: www.udl.co.nz Address: Plan IT House, L6 22 The Terrace, Wellington 6011

In addition, there may be occasions where we disclose your information in other ways that are in accordance with the Privacy Act 2020.

If you are a residential customer, we may also use this information to:

- verify your status as a medically dependent consumer and carry out our responsibilities under the Electricity Authority’s guidelines relating to medically dependent consumers.

Right to access your information and change it

At any time, you may ask to inspect, update or correct your personal information that we may hold about you.

Updated 1 April 2026