

Todd Energy Community Partnerships Team Privacy Policy

March 2024

Personal information – what do we collect?

We may collect personal information from you, including your:

- name,
- contact information (including contact phone numbers and email addresses), and
- physical address details.

We also want to understand what information is most relevant to you, so we also collect data metrics such as email opening rates and data on what information you are most interested in reading.

Why do we collect it?

We collect your personal information in order to send you:

- proactive notifications about work being performed in your area (e.g., rig movement, energy exploration activities etc.) and potential effects (e.g., traffic, noise etc.);
- our quarterly electronic newsletter; and
- invitations to community events.

We may need to collect this personal information to ensure we meet our resource consent obligations by notifying neighbours or affected parties of our operational activity and how it may impact them.

How do we collect it?

Directly from you, via the following methods:

- You can provide your details to us over the phone or electronically – e.g. by email
- We do targeted letter drop/door-to-door visits to households whose current email addresses/details we don't have.

We also collect some anonymous information when you visit this website (see below under “Information collected via this website”).



E enquiries@toddenenergy.co.nz

P +64 6 759 5350

F +64 6 757 8006

www.toddenenergy.co.nz

32-38 Molesworth St | PO Box 802
New Plymouth 4340 | New Zealand



Do you need to provide it?

No. Providing your personal information is optional. If you choose not to provide your contact details, we may be unable to notify you of our operational activity in your area and any impact it may have on you.

How do we use it?

Besides our employees, we share this information with our third-party software providers in order to maintain an up-to-date database of contact details. These third parties do not use your information – they simply store it on our behalf, in order to enable us to send you the information referred to above.

How do we protect it?

- Information collected via our website: when you visit our website, automated tools (including first-party and third-party cookies) collect and transmit anonymous data about your interactions. This data helps us analyse site popularity and understand visitor traffic sources.
- How we protect your information: at Todd Energy, we prioritise cybersecurity and are committed to safeguarding all personal information and data in accordance with the Privacy Act 2020. All information is maintained using secure storage systems with limited access granted only to parties involved directly in our processes requiring that information.
- Our Information Security Standards: Todd Energy adheres to various standards for information security. Our Information Security Management Systems Standard (ISMS) aligns with ISO 27001 and the New Zealand Information Security Manual (NZISM). Additionally, our third-party software providers are vetted to ensure they follow national and international best practices to protect the data they store on our behalf.
- Transparency and confidentiality: we respect your privacy. Except as outlined in our Privacy Policy, we do not disclose personally identifiable information (PII). Instead, we present aggregated data. However, if we detect abnormal website usage patterns or attempted security breaches, we may gather more extensive information to address any concerns.

How can you update it?

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong.

If you'd like to ask for a copy of your information, or to have it corrected, please contact the Community Partnerships Advisor at community@toddenrgy.co.nz, 0800 001 007 or 32-38 Molesworth St, New Plymouth 4310.

What happens if there's a privacy breach?

A privacy breach occurs when:

- personal information held by us (or our third-party software providers) is subject to unauthorised or accidental access, modification, disclosure, use, destruction or loss; or
- any action occurs that prevents us from accessing the personal information we hold.

Todd Energy has policies and procedures in place to identify, contain, evaluate, notify, and prevent the reoccurrence of privacy breaches.

In the event that any privacy breach (or any suspected privacy breach) is discovered by or notified to us (or our third-party software providers), we will immediately initiate a process of containment by taking whatever steps are reasonably possible in the circumstances to contain and mitigate the privacy breach. For example:

- stopping the practice which contributed to or caused the breach;
- recovering physical or electronic documents (if possible);
- shutting down or locking the system that was breached;
- commencing an IT incident response procedure; and/or
- revoking, changing, or blocking IT access as appropriate.

If we suffer a privacy breach that causes (or is likely to cause) serious harm to someone, we will notify the affected individual as well as the Office of the Privacy Commissioner as soon as possible after becoming aware of the breach, in accordance with the Privacy Act 2020.

If you have a privacy-related complaint

If you have a privacy-related complaint, please contact us using the details listed below. We'll do our best to resolve your complaint straight away but if it is complex, or involves other parties, we may need to investigate it for you. If you're not satisfied with our response or the way we've handled your complaint, you can contact the Office of the Privacy Commissioner.

Information collected via this website

When you visit this website, we or third parties may use automated tools and methods (such as first party and third-party cookies and tracking code such as Google Analytics) to collect and transmit **anonymous** data about your interactions with this website, which is used to analyse how popular the site is and where visitor traffic comes from.

Except as set out in this Privacy Policy, we will not disclose such information other than in an aggregated form. We may gather more extensive information if we are concerned about activities on our website, for example, abnormal website usage patterns or attempted website security breaches.