

Sensible, safe and secure

Rockgas privacy policy



Our privacy policy explained

This policy will help you understand how we collect, use, and protect your personal information. This policy applies to all of our products and services, including our website(s), mobile applications (**apps**) and support channels. It covers:

- The kinds of information we collect
- How we use your information
- Who we share your information with
- How we protect your information
- How to access and update your information
- How long we keep your information for
- Any changes to our privacy policy.

This policy is provided for your information and doesn't limit or exclude your rights under the Privacy Act 2020. In this policy, "we", "our" "Rockgas" and "us" means Rockgas Limited and its related entities which form part of the Clarus group. Many Rockgas cylinder delivery businesses are owned and operated by franchisees, who are independent business owners. This policy does not apply to our franchisees or to websites that they operate. Please reference our franchisees' privacy practices for information on how they collect and use customer information.

If you are applying to work with us, please read the [Clarus Recruitment and Privacy Policy](#).

1. Collection: How we collect your personal information

We collect personal information in a variety of ways, including directly from you or the authorities on your account, automatically when you use or choose some of our products and services and indirectly from third parties.

Information collected directly from you includes:

- **Account-related information** – like name, date of birth, address, phone number, and other details you provide when you apply for an account or use our services.
- **Your interactions with us** – like emails, calls, messages, or social media chats with us, and security video footage from some of our sites and vehicles.
- **Financial information** – like bank account details, credit scores and transaction history when making payments.
- **Property-related information** – like details of how to gain safe access to your property for deliveries and meter reading. If we visit your property, we may take notes or photographs as a record of what access your property has, including, any issues like blocked access, damage, or safety hazards.
- **Your service usage** – how you use our products and services, so we can support you better. If you are a reticulated LPG customer, we may also collect meter and usage data including gas consumption.

- **Call recordings** – we may monitor and record our phone calls with you. We may keep call recordings for fraud prevention, training and quality assurance purposes.

Information we collect automatically:

- **Online interactions** – If you visit our website, use our apps, or access our online portals, we may collect:
 - Your username, IP address, and activity logs;
 - Operating system and browser details;
 - The pages, apps, or services you engage with; and
 - Information about how you found our website and any links that you clicked on.

This information may be collected even if you have not created an account or logged in to our online services.

Our website has links to other websites. This privacy policy doesn't cover them, and we recommend you read the privacy policy from those sites to understand how they handle your personal information.

- **Cookies & tracking** – We use cookies, pixels, beacons and digital tracking tools to:
 - Improve your experience by remembering your preferences;
 - Help us personalise our services and advertising; and
 - Enable website functions (you'll need cookies enabled for full access, but you can disable these in your browser – some features may not work properly as a result).

Cookies are small data files that our websites and app sends to your device. The website browser (like Google Chrome or Safari) stores these files. We use the cookies to track your usage and activity. Each visitor has a unique ID.

There are different kinds of cookies that serve different functions, such as session cookies, authorisation cookies and tracking cookies. You can read more about how to control your browser settings on your computer, and how to delete cookies on your hard drive at <https://allaboutcookies.org/> or <https://www.aboutcookies.org/>

We set our own cookies and use cookies set by third-party service providers we have engaged including advertising networks, social media platforms, and analytics providers, such as Google Analytics.

- **Analytics & advertising** – We use Google Analytics and other tools that involve cookies, to track website activity and improve marketing efforts. This may include time spent on our website, links clicked on, preferences, accounts logged into, and pages visited. You can find out more about how Google uses information [here](#)
- **Location data** – On your device, you can set permissions about location information we receive about you through settings on social media platforms,

your device and via our website and apps. If you give us permission, we may collect location data from your device.

- **Third-party sites** – If you visit Rockgas-branded social media pages or third-party websites with Rockgas content, we may collect information about how you engage with them. Where these third-party sites directly collect and manage your information, they will have their own cookie statements, and preference controls which you can access from them directly.

If you notify us that you do not consent to any of the authorisations provided in this policy, we may not be able to provide you with our products or services.

Information we collect from third parties includes:

- **Our marketing partners** -about your responses to surveys or your participation in any Rockgas promotions or competitions.
- **Customer service providers** – who provide call centre, billing, meter reading and other services to customers on our behalf.
- **Utilities Disputes Limited** - if you contact them with a complaint.
- **Our contractors and field service providers** – who typically collect property related information in order to provide services to you on our behalf.
- **Credit reporting & debt collection agencies** –we typically use [Equifax](#) to provide credit information and [Credit Consultants](#) and [Receivables Management](#) for debt related queries but we may use other agencies from time to time.
- **Your nominated representatives** –anyone who has authority on your account, trade person and professional advisers.
- **Your contractors** – who provide us with your contact details and property related information on your behalf as part of a referral or in order for us to provide services to your site.
- **Work and Income** – to assist with processing any payment arrangements.
- **Public sources** – for example, details from LINZ and the Companies Office website, council records and archives.

Providing information on behalf of others:

Sometimes you may need to provide personal information about other individuals to us, for example your authorised representatives, or your landlord where you rent your property. In those cases, it's your responsibility to tell those individuals you're giving us their personal information and also to tell them about this privacy policy. We rely on you to do this.

2. What we do with your personal information

We use your information to provide you with better service and for other purposes connected with our business, including:

- **Providing and managing our services**
 - Registering and managing your account;

- Billing you and processing payments, including matching payments to your account and issuing refunds;
- Letting you know about updates to our services or terms;
- Verifying your identity and authorised users;
- Ensuring a smooth customer experience (including following up on incomplete applications, and dealing with your requests and enquiries);
- Testing and validating the effectiveness of products, services and system enhancements;
- Conducting quality checks, training, and record-keeping;
- Performing credit checks and collecting unpaid balances (where needed); and
- Protecting our legal rights or enforcing agreements.
- **Research & marketing**
 - Improving and developing our products and services;
 - Informing you about special offers, events, and promotions (unless you opt out); and
 - Conducting market research to understand how we can serve you better.
- **Legal & compliance requirements**
 - Meeting our legal, regulatory, and safety obligations;
 - Supporting investigations into fraud or cyber security risks; and
 - Complying with requests from government agencies, law enforcement, or regulators.

We may also use audio-visual recordings from CCTV cameras at some of our sites and on delivery vehicles for security and safety reasons.

3. Who we share your information with

We may need to share your information confidentially with trusted third parties, in line with the Privacy Act 2020. This could include:

- **Related companies** – Other businesses in the Clarus Group may use your details for the same purposes as Rockgas.
- **Service providers & contractors** – Those who help us run our business, including:
 - Market research firms
 - Payment processors
 - Businesses who host or maintain our IT systems & data centres
 - Customer service agents, meter reading service providers & field technicians
- **Rockgas franchisees** – If you are a customer of one of our Rockgas franchisees, we share details of your enquiries and orders with that Rockgas franchisee when you use our apps or interact with us.
- **Authorised users** – People listed on your account (e.g., a joint account holder or authorised agent).

- **Credit reporting & debt collection agencies** – If you owe money, we may report it to help with collection. Credit reporting agencies may share your information with other organisations and who may keep a record of the searches we make against your name.
- **Cyber security organisations** – If necessary, to protect against fraud or data breaches.
- **Professional advisors** – such as lawyers, agents, insurers in relation to any actual or potential claim made by or in relation to us.
- **Health & safety organisations** – If you rely on LPG for critical medical needs, we may share relevant information with emergency responders.
- **Legal authorities** – Courts, law enforcement, government agencies or regulators if required by law.

We may also need to share your information with third parties when we sell a business or asset. We only ever share what's necessary and appropriate.

4. How do we protect your personal information?

While we're all about good energy, we take security of your information very seriously and follow industry best practices to protect your personal data from unauthorised access, modification, or disclosure.

- **Where we store your data** - We may process, transfer and store your data in New Zealand and overseas, using secure cloud services provided by third party providers with data centres located in New Zealand, Australia, and North America. When we send data overseas, we take reasonable steps to ensure strong security measures are in place and the information is stored in compliance with the Privacy Act 2020.
- **How long we keep your data** - We only retain personal information for as long as necessary. CCTV footage is deleted between 21 to 90 days, unless an investigation is initiated.

5. How you can access & update your information

Want to check what information we hold about you? No problem! Just email us at privacy@rockgas.co.nz and let us know your name, address and details of what you'd like to access. There may be a small fee to provide it, but we'll tell you this upfront. If you spot any errors, we'll make a note of it and update if necessary.

6. What about your privacy rights?

Keeping your information up to date – Let us know when you change your name, address, phone number, or payment details.



Requesting access or corrections – We'll review and process requests in line with the Privacy Act 2020.

Raising a concern – If you have a privacy complaint, contact us, and we'll do our best to get it sorted quickly for you. You can reach out to the Office of the Privacy Commissioner at any time during or after raising a complaint with us.

7. When do we delete your information?

Once we no longer need your information for its original purpose, we take secure steps to dispose of it securely or anonymise it.

Some personal information may be held or used for longer to comply with our legal and regulatory obligations or when necessary for a lawful purpose. For example, to investigate a complaint or issue or to assist with law enforcement.

8. Changes to this privacy policy

Rockgas may update this policy from time to time. If we do, we'll post the changes on our website. The updated policy applies as soon as it's posted.

9. Getting in touch

By phone: 0800 762 542

By email: privacy@rockgas.co.nz