

Sensible, safe and secure

Rockgas Mid Canterbury privacy policy

How we collect, use and protect your personal information.

Effective: 16 November 2026

Our privacy policy explained

This policy will help you understand how we collect, use and protect your personal information. It applies to all of our products and services, including our website (rockgasmidcanterbury.co.nz), our online order form and our customer 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" and "us" means MM Corps (Mid Canterbury) Ltd, trading as Rockgas Mid Canterbury, a locally owned and independently operated Rockgas franchise.

The Rockgas App and the Rockgas Online portal on the Rockgas website are operated by Rockgas Limited. When you use those services, Rockgas Limited collects your information under its own privacy policy, available at rockgas.co.nz, and passes your enquiries and orders to us so that we can supply you.

1. Collection: How we collect your personal information

We collect personal information in a variety of ways, including directly from you or the people authorised on your account, automatically when you use our website, and indirectly from third parties.

Information collected directly from you includes:

- **Account-related information** – like name, date of birth, address, phone number, email address and other details you provide when you apply for an account, complete our online order form or use our services.
- **Your interactions with us** – like emails, calls, messages or social media chats with us, and security video footage from our premises.
- **Financial information** – like bank account details (including direct debit authorities), credit information 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** – like your order and delivery history, so we can support you better. If you are a metered LPG customer, we may also collect meter readings and usage data, including gas consumption.

- **Call recordings** – we record our phone calls with you so we can check orders and account details. We may also use call recordings for fraud prevention, training and quality assurance purposes.

Information we collect automatically:

- **Online interactions** – If you visit our website or use our online order form, we may collect:
 - Your IP address and activity logs;
 - Operating system and browser details;
 - The pages 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 contacted us or placed an order.

Our website has links to other websites, including Rockgas Limited's website, app and online portal. This privacy policy doesn't cover them, and we recommend you read the privacy policy for those sites to understand how they handle your personal information.

- **Cookies & tracking** – We use cookies 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 website sends to your device. Your web browser (like Google Chrome or Safari) stores these files. We use 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, and how to delete cookies, at allaboutcookies.org or 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 our marketing. This may include time spent on our website, links clicked on, preferences and pages visited. You can find out more about how Google uses information at policies.google.com/technologies/partner-sites.
- **Third-party sites** – If you visit our social media pages or third-party websites with our 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 tell us that you do not consent to any of the authorisations in this policy, we may not be able to provide you with our products or services.

Information we collect from third parties includes:

- **Rockgas Limited** – details of your enquiries and orders when you use the Rockgas App or the Rockgas Online portal, or contact Rockgas Limited directly, and information about your participation in any Rockgas promotions or competitions.
- **Utilities Disputes Limited** – if you contact them with a complaint.
- **Our contractors and service providers** – who may collect property-related information in order to provide services to you on our behalf.
- **Credit reporting & debt collection agencies** – we use Credit Recoveries (or its partners) for debt-related matters, and may use credit reporting or other agencies from time to time.
- **Your nominated representatives** – anyone who has authority on your account, tradespeople and professional advisers.
- **Your contractors** – such as gas fitters or builders, who provide us with your contact details and property-related information on your behalf as part of a referral or so that we can provide services to your site.
- **Work and Income** – to assist with processing any payment arrangements.
- **Public sources** – for example, details from LINZ, the Companies Office website, and council records and archives.

Providing information on behalf of others:

Sometimes you may need to give us personal information about other people, for example your authorised representatives, or your landlord if you rent your property. In those cases, it's your responsibility to tell those people that you're giving us their personal information and 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 any credits;
 - 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 orders or applications, and dealing with your requests and enquiries);
 - 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
 - Understanding 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 video recordings from security cameras at our premises 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:

- **Rockgas Limited** – our franchisor, where needed to process orders made through the Rockgas App or Rockgas Online portal, and for safety, compliance and quality purposes.
- **Service providers & contractors** – those who help us run our business, including:
 - Payment processors;
 - Businesses who host or maintain our IT, accounting and billing systems; and
 - Delivery contractors, meter readers, gas fitters and field technicians.
- **Authorised users** – people listed on your account (for example, a joint account holder or authorised agent).
- **Credit reporting & debt collection agencies** – including Credit Recoveries and its partners. If you owe us money, we may report it to help with collection. Credit reporting agencies may share your information with other organisations and 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 advisers** – such as lawyers, accountants and insurers, including in relation to any actual or potential claim made by or against 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 a buyer if we sell our business or its assets. 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 the security of your information very seriously and follow good practice to protect your personal information from unauthorised access, modification or disclosure.

- **Where we store your data** – We may process, transfer and store your information in New Zealand and overseas, using secure cloud-based services provided by third parties (such as our accounting, job management and email systems), which may have data centres in New Zealand, Australia, North America or elsewhere. When information is stored overseas, we take reasonable steps to ensure it is protected in line with the Privacy Act 2020.
- **How long we keep your data** – We only keep personal information for as long as necessary. Security camera footage is kept for a limited time only, unless an investigation is started.

5. How you can access & update your information

Want to check what information we hold about you? No problem! Just email us at admin@rockgasmidcanterbury.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 it 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 also contact the Office of the Privacy Commissioner (privacy.org.nz) 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 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 (including tax and accounting record-keeping), 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

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

9. Getting in touch

If you have any questions about this policy or your personal information, please contact our Privacy Officer:

- **Phone:** 03 308 4665
- **Email:** admin@rockgasmidcanterbury.co.nz
- **Post:** Privacy Officer, Rockgas Mid Canterbury, 167–169 Walnut Avenue, Netherby, Ashburton 7700