

Ecobulb Privacy Policy – Residential

Privacy policy

Ecobulb is committed to protecting your privacy and handling your personal information in accordance with the *New Zealand Privacy Act 2020* and other applicable privacy laws.

This Privacy Policy explains how we collect, use, store and disclose your personal information when you interact with Ecobulb.

Information we collect

We may collect personal information when you:

- Complete an online home energy or hot water assessment
- Complete a guided assessment with an Ecobulb team member
- Request a quote
- Contact us by phone, email or through our website
- Visit our website
- Enter a competition or promotion
- Register for an event
- Subscribe to our marketing communications
- Purchase products or services
- Interact with us through social media or other communication channels

The information we collect may include:

- Name
- Email address
- Phone number
- Residential or installation address
- Number of people residing at your address
- Household information relevant to your assessment
- Energy usage information
- Hot water system information
- Purchase history
- Communication preferences
- Information you choose to provide during conversations with us.

We may also collect technical information including:

- IP address
- Device type
- Browser type
- Website activity
- Cookies and similar technologies.

How we use your information

We use your information to:

- Provide energy assessments
- Determine product suitability
- Prepare quotes and recommendations
- Arrange installations
- Respond to enquiries

- Manage customer relationships
- Improve our products and services
- Improve our website and customer experience
- Send requested information
- Follow up on quotes provided
- Send marketing communications where permitted by law
- Meet our legal obligations
- Detect and prevent fraud or misuse.

Marketing communications

If you consent, we may send you information about:

- Energy-saving products
- Promotions
- New services
- Events
- Educational content
- Special offers

You can unsubscribe from marketing emails at any time by clicking the unsubscribe link or by contacting us directly.

Where required by law, we will only send SMS marketing communications where you have provided your consent.

Website cookies

Our website uses cookies and similar technologies to:

- Improve website functionality
- Understand website usage
- Measure marketing effectiveness
- Remember user preferences

You can disable cookies through your browser settings, although some website features may not function correctly.

How we store your information

We securely store customer information using industry-standard systems and processes.

Our primary customer relationship management (CRM) system is **HubSpot**, where customer information, assessment details, communications and service history may be stored.

We take reasonable steps to protect your information against:

- Loss
- Unauthorised access
- Misuse
- Disclosure
- Alteration
- Destruction.

While we take appropriate security measures, no electronic storage or transmission system can be guaranteed to be completely secure.

Sharing your information

We do not sell your personal information.

We may share your information with trusted third parties where necessary to provide our services, including:

- Installation partners

- Contractors
- Service providers
- Technology providers
- Marketing platforms
- Professional advisers
- Government or regulatory authorities where required by law.

These organisations are only provided with the information necessary to perform their services and are expected to protect your information appropriately.

Overseas storage

Some of the technology providers we use, including HubSpot, may store or process information on servers located outside New Zealand.

Where this occurs, we take reasonable steps to ensure appropriate safeguards are in place to protect your personal information.

Access and correction

You have the right to request access to the personal information we hold about you and to request correction of any inaccurate information.

To do so, please contact us using the details below.

Retention of information

We retain personal information only for as long as it is reasonably required to:

- Provide our services
- Maintain customer records
- Meet legal obligations
- Resolve disputes
- Understand our warranty obligations

When information is no longer required, we take reasonable steps to securely delete or de-identify it.

Changes to this privacy policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website and will take effect from the date it is published.

Contact us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Ecobulb

Email: info@ecobulb.com

Website: www.ecobulb.co.nz

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of New Zealand.