

Privacy Policy

How PowerHub collects, uses, stores and shares personal information, under the Privacy Act 2020.

1. PURPOSE

PowerHub Limited ("PowerHub", "we", "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and share personal information in accordance with the Privacy Act 2020 (NZ).

We only collect information we need to provide electricity services, meet our legal obligations, and support our customers.

2. WHAT PERSONAL INFORMATION WE COLLECT

We may collect the following types of personal information:

Identity and contact details

Name, address, email address, phone number, date of birth

Electricity supply details

ICP number(s), metering information, usage data, distributor details

Billing and payment information

Bank account details, payment history, invoices

Customer interactions

Communications with us (calls, emails, online forms), complaints or support requests

Third-party comparison or switching data

Information provided via authorised services such as Billy (Electricity Authority) or other comparison platforms, including switch identifiers and selected plan details

Website and device information

Pages you visit on our website and what you do on them - for example starting or submitting an application, or uploading a bill - along with your browser and device type, approximate location, and identifiers stored by cookies and similar technologies. Section 6 explains this.

We do not collect information that is not reasonably necessary for providing our services.

3. HOW WE COLLECT INFORMATION

We collect personal information when you:

- Sign up for electricity services with PowerHub
- Switch to PowerHub via a comparison or switching service
- Contact us for support or enquiries
- Make payments or manage your account
- Interact with our website or digital services

We may also receive information from:

- Electricity distributors
- Metering equipment providers
- Industry switching systems
- Authorised third-party services you choose to use

4. HOW WE USE YOUR INFORMATION

We use your personal information to:

- Provide electricity retail services
- Manage switching and ongoing supply
- Bill you accurately and process payments
- Respond to enquiries, complaints, or support requests
- Meet obligations under the Electricity Industry Participation Code
- Improve our services and customer experience
- Comply with legal and regulatory requirements
- Show you relevant PowerHub advertising on social media and other websites, and find people likely to be interested in PowerHub - for example, by asking an advertising platform to match a scrambled version of your email address or phone number against its own users
- Measure how our advertising and our website are performing

We do not sell your personal information.

5. WHO WE SHARE INFORMATION WITH

We may share personal information with:

- Electricity distributors and metering providers
- Industry switching and reconciliation systems
- Payment service providers
- Technology and service providers supporting our operations
- Government agencies or regulators where legally required
- Advertising and analytics providers - Meta (Facebook and Instagram), LinkedIn, and Google

What advertising and analytics providers receive.

They receive limited information only: a scrambled version of your email address or phone number, and information about what you do on our website. They use it to measure our advertising, to show you PowerHub ads, and to help us reach other people with similar interests.

They do not receive your power bills, your electricity usage, your ICP number, your bank account details or any payment details.

All third parties are required to protect your information and use it only for authorised purposes.

6. COOKIES, PIXELS AND ADVERTISING

Our website uses cookies and small pieces of tracking code, often called tags or pixels, supplied by other companies. They tell us how the site is being used and let us measure and show advertising.

What we use

- Meta Pixel (Facebook and Instagram) - measures our advertising and lets us show ads to people who have visited the site
- LinkedIn Insight Tag - the same, for LinkedIn
- Google Analytics 4 - tells us how people move through the site and where they stop

What they record.

Which pages you visit, how long you stay, and the actions you take - including when you start an application, submit one,

or upload a power bill. They record that the action happened. They do not record what is in your bill.

Customer list uploads.

From time to time we give an advertising platform a scrambled version of email addresses or phone numbers we already hold, so it can show ads to those people or find other people with similar interests. The scrambling is one-way: the platform matches it against its own records and cannot turn it back into your email address or phone number. We do not give the platform your bill, your usage, your ICP number or your account details.

How to opt out

- Cookies and tags: your browser settings let you block or delete cookies. Most browsers also offer a “do not track” setting.
- Ads on Meta and Google: both let you change what you are shown, in Facebook or Instagram settings under Ad preferences, and in your Google account under Ad settings.
- Customer list uploads: email us at info@powerhubgroup.com and we will exclude you. See section 10.

7. HOW WE STORE AND PROTECT INFORMATION

We take reasonable steps to keep personal information secure, including:

- Secure systems and access controls
- Limiting access to authorised staff only
- Secure data storage and transmission practices

We retain personal information only for as long as necessary to meet legal, regulatory, and operational requirements.

8. WEBSITE ASSISTANT

Our website offers a chat assistant that answers questions using wording published on this site. If you send us your details through it, we collect your name, email address, your question, and - only if you give them - your mobile number and a preferred time to call. We use this to answer your enquiry and, where you have asked for it, to carry out a free analysis of a power bill you send us.

We do not send you marketing emails unless you tick the newsletter box. We may use your contact details, in scrambled form, to show you PowerHub advertising as described in section 6, and you can ask us to stop at any time.

If you go on to become a PowerHub member, your enquiry is kept with your account records for seven years. If you do not, it is deleted within 24 months. The assistant does not collect identification, date of birth, account or payment details.

9. BILL ANALYSIS

You can ask us to look at a power bill in two ways: by sending it to us with an enquiry or application, or by uploading it to the bill analysis tool on this website.

The online tool reads the figures off your bill - the billing period, the kilowatt hours used, the amounts charged, and the network your property connects to - and compares them against published wholesale market prices. It does this in the moment and does not keep the file. We keep only the figures read from it, without your name, address or ICP number attached, so that we can see how the tool is being used and improve it. You do not have to give us any contact details to use it.

If you send a bill with an enquiry or an application, we keep it with that enquiry so we can carry out the analysis and answer you. If you go on to become a PowerHub member, it is kept with your account records for seven years. If you do not, it is deleted within 24 months.

The online tool works from monthly market averages, so the figure it gives you is an estimate, not a quote. A closer analysis uses half-hourly data for your own connection, which we can only do once you apply.

If you would like to hear from us, there is a separate box you can tick to subscribe to our newsletter. Using the tool or sending us a bill does not subscribe you to our newsletter, and every email we send has an unsubscribe link. We may use the contact details you give us, in scrambled form, to show you PowerHub advertising as described in section 6. You can ask us not to at any time.

10. YOUR RIGHTS

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Ask how your information is used or shared
- Ask not to be included in our advertising audiences

If you ask us not to include you in advertising audiences, we will take you out of our lists and will not include you in future uploads to advertising platforms. Email info@powerhubgroup.com. Platforms generally refresh their audiences within a few days.

Requests can be made by contacting us using the details below.

11. CONTACT US

Email: info@powerhubgroup.com

Phone: 0800 769 374

Address: Level 8, 139 Quay Street, Auckland 1010, New Zealand

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

Last updated: 20 October 2026