AJ ENERGY SOLUTIONS

PRIVACY POLICY | Rajora Groups Limited, trading as AJ Energy Solutions
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1. Who we are

AJ Energy Solutions is the trading name of Rajora Groups Limited ("AJ Energy Solutions", "we", "us" or "our"). We help New Zealand residential, commercial, farming and rural customers compare, arrange and manage electricity, gas and related utility services, including broadband, telecommunications and solar enquiries.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you visit our website, contact us, submit bills or other documents, or use our services. Personal information is information about an identifiable individual, including a sole trader or a named business contact. We handle that information under the Privacy Act 2020 and applicable New Zealand law. Any signed customer agreement applies alongside this Policy, subject to law.

2. Information we collect

Depending on your dealings with us, information may include: (a) name, position, business and contact details; (b) billing, postal and supply addresses; (c) electricity and gas ICP numbers, account references, meter and tariff details; (d) usage history, bills, prices and proposals; (e) signed Letters of Authority, contracts, signatures and related signing records; (f) correspondence, enquiries, feedback and complaints; (g) payment and invoicing information relevant to an agreed service; and (h) website technical information such as IP address, device or browser details where collected by our website or service providers.

We ask you not to provide passwords, card numbers or sensitive information unless we specifically request it through an appropriate secure process.

3. How we collect information

We collect information directly from you through forms, calls, emails, uploaded documents and signed agreements. Where authorised or otherwise permitted by law, we may collect account, usage, pricing and connection information from electricity or gas retailers, network operators, registries, authorised representatives and other relevant service providers.

Where we collect personal information from someone other than the individual, we will give the notice required by Information Privacy Principle 3A unless a lawful exception applies. Notices will identify relevant purposes, sources and rights as required by law.

4. Why we use information

We use information to respond to enquiries; prepare comparisons and estimates; verify account or connection details; request quotes; process authorised retailer switches and account setup; provide billing support; manage contracts, invoices and payments; contact you about services; investigate complaints; prevent fraud and protect our systems; comply with legal obligations; and establish or defend legal claims.

Price comparisons may use historic consumption and tariff data. We do not treat an enquiry or a signed Letter of Authority as blanket permission to enter a new retailer contract without any separately required approval. If essential information is not provided, we may be unable to offer some services.

5. Letters of Authority and permissions

A Letter of Authority (LOA) permits only the activities described in that document. We may obtain or share relevant account information with retailers, network companies or other providers to the extent authorised or otherwise lawful. An LOA does not automatically approve a retailer switch, a new supply agreement or every account change. Where separate approval is required, we will seek it.

6. Who we share information with

We do not sell personal information. Where necessary and lawful, we may disclose it to electricity or gas retailers, network companies and registries, broadband, telecommunications and solar providers, our staff and contractors, hosting, email, document-signing and IT providers, payment processors, professional advisers, debt recovery providers where legally justified, and regulators or law-enforcement agencies where authorised or required by law.

We aim to disclose only the information reasonably necessary for the relevant purpose. A service provider may process information on our behalf subject to appropriate arrangements.

7. Overseas processing and disclosure

Some technology or service providers may host or process data outside New Zealand. We assess the nature of those arrangements and apply relevant requirements of the Privacy Act 2020, including Information Privacy Principle 12 where an overseas disclosure is involved. Storage or processing by an overseas agent on our behalf is assessed according to the legal nature of that arrangement; it is not automatically treated as an overseas disclosure.

8. Security and document uploads

We take reasonable technical and organisational safeguards against loss, unauthorised access, misuse, alteration and disclosure. These may include controlled access, secure document handling and encrypted website connections where implemented. HTTPS protects information in transit between your browser and the website but does not by itself secure every subsequent processing or storage stage. No online system can be guaranteed completely secure.

9. Artificial intelligence and automated tools

We may use software tools to help organise information and prepare billing or usage analysis. If we use artificial intelligence tools to process identifiable customer information, we will assess privacy and security risks, limit information shared to what is reasonably necessary, and use appropriate safeguards. We will not claim that customer information is never processed by AI unless that is verified in our actual operations.

10. Payments and credit checks

We may process invoicing and payment-related information to administer agreed services. Where a third-party payment provider or direct-debit service is used, that provider may handle payment information under its own terms and privacy notices. We will provide additional notice where appropriate. We will not undertake credit checks or disclose information to a credit reporting agency unless there is a lawful basis and any required notice or authorisation.

11. Cookies, analytics and website storage

Our website may use essential cookies or browser storage for functionality and security. Analytics, advertising tags, consent banners or similar technologies must be described accurately according to the tools actually enabled on our website. If we introduce or change such tools, we will update this Policy and provide any required notice or choices.

You can usually control cookies and stored website information through your browser settings. Disabling essential functions may affect the website. Third-party websites linked from our site operate under their own privacy policies.

12. Marketing communications

Where permitted by law, we may send information about our services. Commercial electronic messages will comply with the Unsolicited Electronic Messages Act 2007, including applicable consent, sender identification and functional unsubscribe requirements. You may opt out of marketing by using the unsubscribe method provided or contacting us. Operational account or service communications may continue where appropriate.

13. Retention and disposal

We keep personal information only as long as reasonably needed for the purpose for which it may lawfully be used, or as required for records, tax, disputes or other legal obligations. Certain business and tax records generally must be kept for seven years, but this does not mean every item of personal information is kept for seven years. When no longer required, information is securely deleted, destroyed or de-identified where practicable and lawful.

14. Access and correction rights

You may request access to personal information we hold about you and ask us to correct it under Information Privacy Principles 6 and 7. We may verify your identity before responding. We will respond to access or correction requests as soon as reasonably practicable and make a decision within the statutory timeframe, generally 20 working days, subject to lawful extensions and exceptions.

If we do not make a requested correction, you may ask us to attach a statement of the correction sought, as provided by law. Any charges for access will be limited to those permitted by law.

15. Privacy breaches

If a privacy breach has caused or is likely to cause serious harm, we will notify the Office of the Privacy Commissioner and affected individuals as required by the Privacy Act 2020, subject to applicable exceptions. Please contact us promptly if you believe information supplied to us has been lost, accessed or disclosed improperly.

16. Complaints

If you have a concern about our handling of personal information, please contact us using the details below. We will investigate and respond within a reasonable time. You may also contact the Office of the Privacy Commissioner at privacy.org.nz or 0800 803 909. Energy retailer or service disputes may have separate dispute-resolution processes; their availability depends on the provider and complaint.

17. Changes to this policy

We may revise this Policy when our services, systems or legal requirements change. The latest version will be published on our website with its updated date. Material changes will be communicated where required by law.

18. Contact us

Privacy Contact — AJ Energy Solutions
Rajora Groups Limited, trading as AJ Energy Solutions
27E Greensboro Street, Hamilton East, Hamilton 3216, Waikato, New Zealand
Email: bills@ajenergysolutions.co.nz
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