

Privacy Policy

Ecopower Solutions Ltd

Ecopower Solutions Ltd is committed to protecting the privacy of our clients, website visitors, and anyone who interacts with our business. This Privacy Policy explains how we collect, use, and safeguard personal information when you contact us or use our website.

By communicating with Ecopower Solutions Ltd or using our website, you acknowledge that your information may be handled in accordance with this policy.

✻ Information We Collect

When you contact Ecopower Solutions Ltd for enquiries, quotations, or services, we may collect certain personal details including:

- Your name
- Email address
- Phone number
- Property or installation address
- Details related to electrical or solar services requested
- Any additional information you voluntarily provide

We only collect information necessary to respond to your request or provide our services.

✻ How We Use Your Information

The information collected may be used by Ecopower Solutions Ltd for purposes such as:

- Responding to enquiries or service requests
- Preparing quotes or project proposals
- Delivering electrical or solar installation services
- Communicating project updates or service information
- Issuing invoices and managing payments
- Improving the quality and efficiency of our services

In some cases, we may also analyse general website activity to understand how visitors use our website and improve the user experience.

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✱ **Sharing of Information**

Ecopower Solutions Ltd does not sell, rent, or trade personal information.

However, information may be shared with trusted third parties where necessary to provide services, including:

- Equipment suppliers
- Contractors or subcontractors assisting with a project
- IT service providers who maintain our systems or website
- Regulatory authorities where required by law

Any information shared will only be what is reasonably required to deliver the requested service.

✱ **Protecting Your Information**

Ecopower Solutions Ltd takes reasonable steps to ensure that personal information is stored securely and protected against loss, unauthorised access, or misuse.

Access to personal information is restricted to authorised personnel who require it for legitimate business purposes.

✱ **Access and Correction**

You have the right to request access to the personal information we hold about you. If any of the information is inaccurate or outdated, you may request that it be corrected.

Requests for access or correction can be made by contacting Ecopower Solutions Ltd directly.

✱ **Website Cookies**

Our website may use cookies to help monitor website performance and improve user experience.

Cookies collect anonymous information about website usage and do not personally identify visitors.

You may disable cookies through your browser settings if you prefer not to allow them.

✱ **External Websites**

Our website may contain links to external websites for informational purposes. Ecopower Solutions Ltd is not responsible for the privacy practices or policies of these third-party websites.

We recommend reviewing the privacy policies of any external sites you visit.

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✱ **Compliance with Privacy Laws**

Ecopower Solutions Ltd manages personal information in accordance with the Privacy Act 2020 of New Zealand and other applicable privacy regulations.

✱ **Updates to This Policy**

This Privacy Policy may be updated periodically to reflect changes in business practices or legal requirements. The most recent version will always apply when using our services or website.

✱ **Contact Details**

If you have any questions regarding this Privacy Policy or the way your personal information is handled, please contact:

Ecopower Solutions Ltd
Christchurch, Canterbury
New Zealand
Phone: 021 204 0089