

ROCKET MOBILE PRIVACY POLICY

Effective 27 September 2026

Amended sections are underlined for ease of reference.

At Rocket Mobile, we are committed to protecting any personal information you provide to us. This Privacy Policy describes how we collect, use, disclose and protect personal information you provide to us when you use our website and/or sign up for our products and services.

1. Protecting your privacy

1.1 Our collection, use and disclosure of your personal information will comply with the Privacy Act 2020 (Act) and Telecommunications Information Privacy Code 2020 (Code). For further information on the Act and Code, see www.privacy.org.nz.

1.2 We will take all reasonable steps to ensure that any personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from loss or unauthorised access, use, modification or disclosure.

2. Personal information and how we collect it

2.1 Your personal information refers to your personal particulars obtained by us in the course of our dealings with you. This includes your name, mailing addresses, phone number, email addresses, service details, interactions with us, payment details, and credit history. As our website uses “cookies”, personal information may also include information about how you use our website, including details of your domain name, internet protocol address, operating system, browser version, cookie details, how long you stayed on a page, the route you took to navigate through the pages, and the website that you visited prior to accessing our website.

2.2 We also use cookies and similar technologies, together with information such as your email address (in encrypted/hashed form) provided when you sign up for a plan, to measure and improve the effectiveness of our advertising, including by working with advertising platforms such as Google, Meta and TikTok.

2.3 Where possible, we collect your personal information from you. We also collect your personal information from third parties such as credit reporting agencies and our suppliers, from public sources, and from our own systems.

2.4 Providing your personal information to us is optional. However, if you choose not to provide certain personal information to us, we may not be able to deliver products or services to you.

3. How we use your personal information

3.1 We collect your personal information in order to offer and deliver products and services to you. By acquiring and using our products and services, or by using our website, you consent to us using your personal information to:

- a. verify your identity;
- b. carry out credit checking and scoring if applicable;
- c. plan, provision and bill for products and services;
- d. provide access to, personalise your experience on, and improve the functionality of our website;
- e. administer contests and competitions, and contact you with details of products, services, special offers, competitions and rewards that we think will be of interest to you;
- f. carry out market and product analysis to improve our products and services and the marketing of our (and our group companies') products and services;
- g. deal with your requests, enquiries or complaints and other customer care related activities;
- h. help increase efficiency and diagnose possible problems with our servers;
- i. manage bad debt and prevent fraud if applicable;
- j. carry out activities connected with the running of our business (e.g. personnel training, quality control, dispute resolution, and network monitoring), and in connection with the transfer of any part of our business in respect of which you are a customer or a potential customer;
- k. investigate any action that may threaten network security or integrity;
- l. provide aggregated user information to third parties (without at any time disclosing personal information about an identifiable individual); and
- m. render assistance to law enforcement, governmental and regulatory agencies.

3.2 Our website contains links to third party websites. We are not responsible for the privacy practices or the content of such other websites.

4. Who we can provide your personal information to

4.1 Besides our staff, we may share your personal information with other companies or people who we use to provide some of our services, or who provide services to us, in connection with the purposes set out at paragraph 3.1 (How we use your personal information). Those entities may include:

- a. our related companies;
- b. credit providers, credit reporting agencies, debt collection agencies and debt purchasers;
- c. telecommunications carriers and service providers;
- d. law enforcement, governmental and regulatory agencies; and
- e. our suppliers (including payment processing companies, call centre companies, and mailing houses).
- f. advertising, marketing and analytics partners (including Google, Meta and TikTok), who help us deliver, measure and improve the performance of our online advertising and marketing campaigns. This may include sharing information such as your name, email address and phone number (in encrypted/hashed form) so that these partners can match your interactions with our advertising to actions you take on our website, such as signing up for a plan.

4.2 We will take all reasonable steps to ensure that those entities adhere to our strict privacy protocols.

4.3 Some of those entities may be located in other countries, including Australia, Singapore, United States of America, and Indonesia.

5. How you can access and update your personal information

5.1 You have the right to ask for a copy of any personal information that we hold about you, and to ask for it to be corrected if you think it is wrong. If you would like to ask for a copy of your information, or to have it corrected, please send an email to privacy@rocketmobile.co.nz.

5.2 You can also update your customer details by logging into your Rocket Mobile account.

5.3 In some cases, we may impose a reasonable charge for making copies of your personal information available to you. If so, we will advise you of the charge prior to making the information available to you.

6. Your choices about online advertising

6.1 You have choices about how your information is used for advertising purposes.

6.2 To manage how Google personalises ads to you, or to opt out of ad personalisation, visit Google Ads Settings: <https://adssettings.google.com/>

6.3 To opt out of interest-based advertising from participating companies more broadly, visit the Network Advertising Initiative opt-out page: <http://optout.networkadvertising.org/>

6.4 Opting out through these tools may mean the ads you see are less relevant to you, but it will not stop you from being able to use our website or services.

7. How you can complain to us about privacy issues

7.1 Privacy complaints can be made by sending an email to privacy@rocketmobile.co.nz. Or contacting our customer service team on live chat. We will attend to all privacy complaints immediately.

8. Changes to this Privacy Policy

8.1 We may make changes to this Privacy Policy from time to time, in accordance with our General Terms & Conditions. Any change we make applies from the date the updated Privacy Policy is posted on our website.

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