bp charge privacy collection notice

Privacy collection notice

BP Oil New Zealand Limited (New Zealand Company Number 61262) (referred to in this notice as 'bp', 'we', 'our' and 'us') or one of its related companies in New Zealand is collecting your personal information in connection with your application for, creation, use or modification of your bp charge account and your use of bp charge, including the bp charge network, **bp charge app** and bp website ('bp charge')

Who we are and how to reach us

BP Oil New Zealand Limited (New Zealand Company Number 61262). We are contactable by post at Privacy Officer, PO Box 99873 Auckland 1149, by telephone on 0800 800 027 or by email to privacyofficer@bp.com.

What personal information we collect

We collect personal information that you provide directly to us when you create or update your bp charge account and use bp charge. We also collect the following information when you use bp charge:

- **Account and registration information:** your name, contact details and other information you provide when registering for or using bp charge;
- **Location information:** your location when using features such as the live map, or when the bp charge app or website is active;
- **Payment information:** payment method details used with bp charge (note: payment card details are collected and processed by our payment service provider, **Braintree (a PayPal service)**, and are not stored by bp. For more information about how Braintree processes payment information, please refer to the Braintree Privacy Policy.)
- **Transaction information:** details of your transactions, including type, date, time, location and value;
- **Usage and preference information**: how you use bp charge, your interactions with offers and marketing, and your communication preferences;
- **Customer support information**: information you provide when contacting us, including via customer service or the "contact us" form;
- **Device information:** information about the device(s) you use to access bp charge;
- **Online activity information:** both personal and anonymised information based on your use of a device, your interactions with online content (on the bp website and elsewhere), your interests and preferences through the use of cookies, pixels, marketing APIs and similar technologies; and
- **Partner information**: information from loyalty or commercial partners, such as your membership status and applicable offers or benefits.

In most cases, the provision of your personal information is voluntary. However, some personal information is required to enable us to provide bp charge services and comply with our legal obligations.

If you choose not to provide your personal information, you may not be able to register for or use some or all bp charge services, receive updates from us, or have us respond to your enquiries or requests.

Why we collect personal information

We may use your personal information or data collected in connection with your use of the bp charge app for the purposes set out in the NZ General Privacy Statement and for the following purposes:

- provide and manage bp charge services, including personalising your experience;
- process payments and administer your account;
- conduct account, transaction, billing and fraud checks, including verifying your identity where required;
- improve bp charge and other bp products and services, including troubleshooting;
- analyse information (including in de-identified or aggregated form) to understand usage and improve our products and services;
- provide you with recommendations, offers and marketing (including personalised marketing) related to bp charge and bp products and services;
- send you service and operational communications; and
- respond to your enquiries and requests.

We may combine personal information we collect from you with information from other sources, including our related bodies corporate, to support these purposes.

How we collect personal information

We collect your personal information directly from you where possible. Where relevant, we may also collect your information from third parties, including:

- dealers who operate bp sites;
- service providers who collect personal information on our behalf in connection to any service provided to you on behalf of bp;
- our commercial partners and loyalty partners; and
- third parties involved in providing any benefit, reward or service to you.

If we collect your personal information from a third party, we will take reasonable steps to ensure you are aware of the matters set out in this privacy collection notice.

If you provide us with the personal information of another person, you must make them aware of the matters set out in this privacy collection notice.

You are not required to provide personal information to us, but if you do not, this may affect the services we can provide to you or your use of bp charge.

Who we disclose personal information to

We may disclose your personal information to:

- service providers and third parties who provide marketing, data analytics, customer support, technology or payment processing services (including where they collect information on our behalf);
- social media platforms, where you hold an account with those platforms, to show you relevant advertising;
- our commercial partners and other third parties who provide any benefit, reward or service to you (either directly or on our behalf); and
- suppliers and other third parties with whom we have commercial relationships, for the purposes set out in this privacy collection notice.

We may also disclose your personal information to our related bodies corporate, contractors, service providers and agents, and to government bodies and regulatory authorities where required or authorised by law.

We may share aggregated and/or de-identified data (including transaction data) with our commercial partners to improve bp charge and our customer experience.

Personal information used for marketing

bp will not provide your personal information to third parties for them to send you direct marketing (other than on bp's behalf) without your consent.

We may use your personal information to promote products and services to you (including those offered by bp and our commercial partners), provide bp charge benefits, communicate about your transactions, and improve our offerings.

We may do this by sending you:

- direct marketing communications (including emails or SMS messages); or
- tailored advertising (including banner advertisements on websites and personalised advertising on social media platforms) about products and services that may interest you.

You can opt out at any time by using the unsubscribe or opt-out facility in the communications we send you.

Opting out of certain communications may limit our ability to provide some benefits, offers or services to you.

Does bp store or disclose my personal information to other countries?

In some circumstances, we will hold your personal information in or disclose your personal information to our related bodies corporate and service providers located in, countries outside New Zealand, including in Australia, South Africa, Japan, the United States, the United Kingdom, the European Union, Malaysia, the Philippines, India and any other countries listed in our privacy policy or in which the global BP group operates in from time to time.

BP's privacy policy

You have the right to access and request correction of your personal information.

Visit the BP NZ Privacy Statement here for more information about how you may access the personal information we hold about you, how you may seek a correction of it, and how you may complain about how we have managed your personal information.

Changes to this Collections Notice:

We may change the terms of this notice from time to time. A copy of the revised notice will be available on our website or can be obtained by contacting us using the contact details above.

Last updated 24/07/2026