

PRIVACY STATEMENT

INTRODUCTION

The Reno Guys Limited (**we, us, our**) complies with the New Zealand Privacy Act 2020 (the **Act**) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

The Reno Guys Limited considers the protection of privacy to be of utmost importance. We are committed to providing you with a service that meets your requirements in a way that safeguards your privacy.

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

TERMS EXPLAINED

- ▲ “Approved Purposes” means personal information use purposes connected with The Reno Guys Limited.
- ▲ “Personal Information” means information about an identifiable individual.
- ▲ “we”, “us”, “our” means The Reno Guys Limited of 296 Ruapuke Road, Raglan.

COLLECTION OF INFORMATION

We, collect personal information about you from:

- ▲ Contact Us directly or indirectly with an enquiry, or in a response to a communication from Us, in which case this may tell Us something about your preference.
- ▲ you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (eg. telephone call or email), or when you buy or use our services and products.
- ▲ third parties where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

ACCESS TO AND USE OF INFORMATION

What We will do

We and other parties acting on your behalf, may access, use or disclose your personal information for Approved Purposes:

- ▲ to verify your identity
- ▲ to provide services and products to you
- ▲ to respond to enquiries from you
- ▲ to market our services and products to you, including contacting you electronically (eg. by text or email for this purpose)
- ▲ to improve the services and products that we provide to you
- ▲ to undertake credit checks of you (if necessary)
- ▲ to bill you and to collect money that you owe us, including authorising and processing credit card transactions
- ▲ to respond to communications from you, including a complaint
- ▲ to conduct research and statistical analysis (on an anonymised basis)
- ▲ to protect and/or enforce our legal rights and interests, including defending any claim
- ▲ for any other purpose authorised by you or the Act.

What We won't do

Unless you have agreed otherwise, We will not:

- ▲ Send you communications that We do not believe are related to your relationship with Us.
- ▲ Except as set out in this policy, disclose your personal information to other parties who do not need it for the purposes described in this policy.
- ▲ Sell/rent contact information lists to parties who do not need it for the purposes described in this policy.

DISCLOSURE OF INFORMATION

We may disclose information We hold about you to Our agents, affiliates, related companies, service providers, or third parties:

- ▲ another company within our group
- ▲ any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products
- ▲ a credit reference agency for the purpose of credit checking you
- ▲ other third parties (for anonymised statistical information)
- ▲ a person who can require us to supply your personal information (eg. a regulatory authority)
- ▲ any other person authorised by the Act or another law (eg. a law enforcement agency)
- ▲ any other person authorised by you.

PROTECTING OF INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at office@renoguys.co.nz. Your email should provide

evidence of who you are and set out the details of your request (eg. the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

INTERNET USE

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

COOKIES

We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the website. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of the website.

CONTACTING US ABOUT YOUR PRIVACY

Under the Privacy Act 2020, you have rights of access to, and correction of, your personal information. For assistance with this, or if you require further information, please contact office@renoguys.co.nz or PO Box 15461, Hamilton 3244.

POLICY CHANGES

This policy is current at 31.12.2020. We may make changes to this policy from time to time. Notice of any changes given by posting the updated Privacy Policy on our website. Your continue use of our products and services at following this notice will be taken as acceptance of the updated Privacy Policy.