

Privacy Policy



Introduction

Tuffnell Plumbing Drainage and Gas (we, us, our) complies with the New Zealand Privacy Act 1993 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose, protect and store your personal information, together with your rights of access to, and correction of, that 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

Who do we collect your personal information from?

We collect personal information about you from:

- you, when you provide that personal information to us, including via the website and any related service, through any application to us, through any contact with us (eg, telephone call or email); and
- third parties, where you have authorised this or the information is publicly available.

What is personal information?

Personal information means information about an identifiable individual, including:

- personal details
- evaluative material (eg, confidential references, performance reviews, online testing)
- academic results
- photographs
- payroll information
- test results
- medical reports.

Where possible, we will collect personal information from you directly, unless the information is publicly available.

How do we use your personal information?

We may use your personal information:

- to verify your identity
- to assess your suitability for employment
- to provide services and products to 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 that we provide to you
- to undertake police checks of you
- 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 made by you
- to investigate any complaint made in relation to you
- to conduct research and statistical analysis (on an anonymous 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.

Disclosing your personal information

We may disclose your personal information to:

- another company within our group
- employees, contractors, and our advisors
- training organisations
- 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 anonymous statistical information)
- a person or agency 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 or agency authorised by you.

Protecting and storing your personal information

We will use reasonable commercial endeavours to ensure that all personal information is securely protected against loss, unauthorised access and other misuse. This includes physical security, computer and network security, communications security and personnel security. However, we accept no responsibility for any loss, misuse, unauthorised access or disclosure, alteration or destruction of personal information which you submit to us.

We may retain all personal information that we collect (on our active systems and our archive systems) for as long as necessary to carry out the purposes for which the information was collected (including for the purpose of providing services to you).

Please be aware that communications over the internet, such as emails, are not secure unless they have been encrypted.

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. You also have the right to request a correction to your personal information, to ensure it is accurate, up to date, complete, and not misleading. Before you exercise these rights, 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, together with a statement of the correction sought.

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

If you want to request access to or correction of your personal information, please email our Privacy Officer. Your email should provide evidence of who you are and set out the details of your request (eg, the personal information required, or the correction sought).

Privacy officer

In accordance with the requirements of the Act, we have appointed Contracts Administrator as our Privacy Officer. The Privacy Officer has statutory obligations to:

- encourage and ensure our compliance with the principles of the Privacy Act;
- deal with requests made to us for access to and/or correction of personal information; and
- work with the Privacy Commissioner on any investigation into our privacy practices.

Any enquiries or requests relating to the privacy of your personal information should be notified to the Privacy Officer. The Privacy Officer can be contacted by info@tuffnell.co.nz.

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 post your personal information on our website or social media sites you acknowledge and agree that the information you post is publicly available.



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.

Note: if you are running online advertising (including but not limited to google adwords or facebook), we recommend that you run this past the person managing the advertising and check whether you need to include this section of the privacy policy on your website.

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.

We use remarketing via cookies and pixels to advertise online. Third-party vendors, including Google, use cookies to serve ads based on your past visits to our website.

You can opt out of Google's use of cookies by visiting Google's Ads Settings. You can also opt out of a third-party vendor's use of cookies by visiting the Network Advertising Initiative opt-out page.

You can also opt out of Google Marketing Platform's use of cookies by visiting the Google Marketing Platform opt-out page or the Network Advertising Initiative opt-out page.

Changes to this policy

We may replace or change this policy at any time. We will inform you of any changes by posting an updated policy on our website. Any change we make applies from the date we post it on the website. Your use of our website following any updates constitutes acceptance of this policy as amended. We recommend you regularly review the policy when you visit our website. If you do not agree with any aspect of our Privacy Policy, you must immediately cease using our website.