

## **PROPERTY RISK NZ LIMITED PRIVACY POLICY**

We understand that keeping your personal information private is important. Personal information is information about an identifiable individual (a natural person) or by which a person's identity can be reasonably determined. Property Risk NZ Limited (**PRNZ, we, us, our**) collects your personal information for a number of reasons. The information we collect and how we use it depends on our relationship with you and on why and how you are interacting with us.

We only collect information we need either to provide you with services you request or for our own legitimate business purposes. And we will always comply with our obligations under the Privacy Act 2020.

We do not sell personal information to another party and we make sure that any personal information you give us is stored securely and used appropriately.

### **Website**

If you visit and browse our website, we log information about how you got to the site, where you go within the site and any features you use.

Our website uses cookies. These are small text files that are placed on your hard drive after visiting our website. Cookies collect data such as browsing information each time you access our site. We and our website host (Digital Pie Limited) use this information to understand how people use our website and to improve how the site works.

You can change your browser settings to notify you when you receive a cookie or to disable cookies. If you disable cookies, our website may not work properly for you.

We also use third party cookies and other technology to gather analytics and to advertise to you online. This allow vendors such as Google and Facebook to show ads from us to you on other internet sites and platforms. These activities use cookies to optimise and inform ads based on your visits to our website. Information collected may include your IP address, search terms you use, pages you access and links you click on, your operating system and browser type. You may opt out of these by following the instructions below:

[Google Opt Out](#)

[Facebook Opt Out](#)

### **Contact request**

If you ask us to contact you, we collect the information you provide to us on our online form, by email or via phone including your name and email address or phone number. We use this information to contact you and respond to any questions, comments or feedback you may have given us.

### **Mailing list**

If you have asked to be on our mailing list, we may send you email newsletters or articles to about developments or services that we believe may be relevant to you. If you decide you no longer wish to receive these emails you can click unsubscribe at the bottom of any of the emails or let us know.

## **Social media**

If you interact with us on social media – if you follow, comment or mention us on LinkedIn, we'll have access to your interactions and profile information. We get this information from our interaction with you or from the social media platform. We still have access to this information even if you remove it later. We also use this information to communicate with you, for example, to respond to your comments.

## **What personal information do we collect?**

### **Software-as-a-Service**

If you are a Software-as-a-Service (**SaaS**) customer, we collect information to help us keep in contact with you including your name, email address, company name, company address, company website and your device's UDID (unique device ID). If we need to send you something by mail, we will collect your mailing address.

We may need to collect financial information for ongoing payment obligations and we may ask for information from a third party such as a credit reporting agency.

We collect this information directly from you or if you are an employee, from your employer or from your device.

### **App**

When you download and register to use our app, Comply Air, we collect your first and last name, email address, phone number, and the name of your company. We collect this information directly from you or from your device.

You may choose to store your position within the company, the company's website address and a copy of your signature in Comply Air so that you can apply this information to your reports. We do not have access to this information, it is stored solely on your device.

When you sign into a property, we may collect the time you signed in and the time you sign out of that property and your GPS co-ordinates. You can switch this functionality off if you choose to collect this information manually.

### **Suppliers**

If you supply us with goods or services, we may collect personal information about your officers (such as directors), employees and subcontractors. This might include names, addresses (email, physical and postal) and contact numbers. We may also collect personal information that is related to specific work you are engaged to perform for us such as qualifications, experience and skills.

Whenever possible, we collect personal information directly from you or if you are an employee, from your employer. We might collect personal information during a telephone call or a face to face meeting or when exchanging emails with you, from an estimate you provide us or from referees you authorise us to speak with.

### **Job applicants**

If you apply to work with us, we collect your name, address, email, contact number and information about your qualifications, experience and skills.

We collect personal information directly from you and your application, from interviews and we may collect personal information about you from referees you have authorised us to speak to.

### **Companies, sole traders and partnerships**

When we interact with companies, we may collect information about the company's officers (such as directors) or employees. This might include names, addresses, contact numbers and identification.

We may also collect your personal information from publicly available sources. We will always collect your personal information in a way that is legal and reasonable.

### **Use of personal information**

We may use your personal information to:

- to communicate with you;
- to process your payments;
- to provide you with information about ComplyACM or Comply Air or related products;
- to comply with our legal obligations;
- to assist us to provide our services to you;
- for quality control and auditing;
- considering a candidate's suitability for a position with us;
- to conduct research to improve our services; and
- for other purposes you consent to from time to time.

If you do not provide us with this information, we may not be able to:

- provide clients with the advice or services you require;
- progress job applications.

### **Who we disclose your information to**

We only disclose your information in a way that's consistent with the purpose we collected it for. We may disclose personal information to:

- our employees, agents and related companies to perform our obligations to you or making sure you are complying with your obligations to us; or
- any person or entity you have requested or authorised us to disclose your personal information to;
- if you are a supplier performing services at our premises, a third party, for example to another supplier operating as a Person Conducting a Business or Undertaking (as that term is defined in the Health and Safety at Work Act 2015) or to our building managers;
- an external party, such as a government entity, a regulator or law enforcement agency, if required or authorised by law.

### **Protecting your information**

We use reputable, secure cloud-based providers for information storage. These providers may be located outside New Zealand. Our providers use industry best practice to keep your information safe from unauthorised access, modification, disclosure, misuse and loss through both physical security at datacentres and infrastructure security such as firewalls and encryption.

In addition, we also use:

- role-based restrictions for access to personal information that we store on our systems and in hard copy form;
- multi-factor authentications and employing multiple backups, along with the usual firewalls, virus and password protection;
- constantly monitoring our secure network;
- engaging reputable, industry-leading cloud service providers; and
- imposing confidentiality requirements on our employees.

If you are a SaaS or App user, you are responsible for ensuring you keep your login and password information secure to protect information you input to those services.

### **Access and correction**

You have the right to access and correct personal information we hold about you. You can check or update the information we hold by emailing [queries@propertyrisknz.co.nz](mailto:queries@propertyrisknz.co.nz). Where your personal information is held in such a way that we can readily retrieve it we will provide the information to you. If we are not going to provide you with the information, we Otherwise will notify you of the reason for our refusal.

### **How long we keep your information**

We keep your personal information for as long as necessary under the law or for the purpose we gathered the information. Once the information is no longer required, we will destroy it.

### **Complaints**

If you have a privacy related query or if you believe PRNZ has breached the Privacy Act, please contact our Privacy Officer at:

Privacy Officer  
Property Risk NZ Limited  
Unit 33/23 Tukorako Drive  
Mount Maunganui  
New Zealand  
Email: [queries@propertyrisknz.co.nz](mailto:queries@propertyrisknz.co.nz)

We may ask you to supply further details or to put your complaint in writing. We'll try to resolve your complain within a reasonable time. If you aren't satisfied with our response, you may lodge a complaint with the Office of the Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz).

This policy is amended from time to time and was last updated in October 2022.