
MyNZWS Portal

Terms & Conditions and Privacy Policy

Effective from 01 June 2021

Privacy

This document explains in general terms how New Zealand Window Shades Ltd (NZWS) and its related companies (together we, us, our and other similar expressions) protects the privacy of your personal information. It also sets out the matters which we are required to disclose to individuals under the New Zealand Privacy Principles set out in the Privacy Act 2020. We encourage you to read this policy carefully so that you understand our information handling practices.

Collecting personal information about you

In order to provide our customers with our products and services, we may collect and use personal information about you and others. If we are not provided with all the personal information we request, we may not be able to supply you our products or provide you with our services.

Generally, the type of personal information we collect about you includes your name, email address, phone number, your position, and region you work in.

For warranty claims and/or service requests submitted by you, we also collect personal information such as name, phone number, email- and delivery addresses (which could be a personal home address) of end-consumers of our products. NZWS assumes that the person submitting the warranty claim and/or service request provides this information with consent of the end-consumer, where applicable. NZWS uses this information to process the claim/request more accurately and deliver the best solution within timely manner to the customer/end-consumer. Other information that is collected for the above reason, includes but is not limited to Account name, Account Number, Purchase Order number, and contact information of an installer. Lastly, information is collected about the product and product issue, in order for NZWS to understand the situation and process the warranty claim / service request accurately and deliver the best solution within timely manner to the customer/end-consumer.

We only collect sensitive information in limited circumstances including where:

- ⊕ You have consented to it; or
- ⊕ The collection is required by law; or
- ⊕ The collection is necessary for the establishment, exercise, or defense of a legal or equitable claim.

How we collect personal information

We generally collect your personal information directly from you. This is done by filling in the registration form on MyNZWS.co.nz, or when you update your information on the Account Setting page. We also collect your information from the forms used when submitting a warranty claim and/or service request.

We collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, facsimile or email), subscribe electronically to our publications, use or make enquiries via our website or when you have contact with us in

person. In some cases, this information is used to complete missing account information, or missing information when a claim or request is submitted through the MyNZWS Portal.

Purpose for collection, use, and disclosure of your personal information

We collect, hold, use and disclose personal information so we can:

- ⊕ meet our legal obligations;
- ⊕ identify our customers, potential customers and their representatives;
- ⊕ provide our products and services or other benefits to you;
- ⊕ communicate with you;
- ⊕ inform you of any initiatives we think may be of interest to you;
- ⊕ inform you about our products and services and the benefits of using our products and services;
- ⊕ provide you with information about offers or other benefits that may become available;
- ⊕ seek your opinion or comments about our products and services;
- ⊕ carry out billing and debt recovery activities;
- ⊕ carry out our management, administrative, quality assurance and complaint handling activities in a professional and efficient manner;
- ⊕ develop and implement initiatives to improve our products and services;

and for other secondary purposes.

Disclosure

We usually disclose the personal information we collect to our related entities, service providers and contractors, who help us supply our products and services.

We will not use or disclose personal information unless:

- ⊕ The individual concerned has consented to the use and disclosure to conduct our business;
- ⊕ The third party is our service provider or contractor, in which case we will require them to use and disclose the personal information only for the purpose for which it was provided to them;
- ⊕ The third party is a person involved in a dealing or proposed dealing (including a sale) of all or part of our assets and business;
- ⊕ The third party is a credit reporting agency, your creditor, banker, financier, credit provider, mortgage insurer or trade insurer;
- ⊕ The disclosure is to a related body corporate; or
- ⊕ The disclosure is permitted, required or authorized by or under law.

Storage & Security

We take all reasonable steps to protect personal information held from misuse and loss and from unauthorized access, modification or disclosure. For example, we use physical security procedures and restrict access to electronic records. Access to personal information is limited to those of our personnel who specifically need it to carry out their business responsibilities.

Where we no longer require your personal information for a permitted purpose under the Privacy Act, we will take reasonable steps to destroy it.

Marketing

We may use personal information to advise you of new products and marketing initiatives that we think may be of interest to you. This may include product and service offerings, newsletters and general information about us.

If you prefer not to receive information about our products and services you can ask to be removed from the relevant circulation list by using the unsubscribe link from the electronic communication or by contacting us using the details listed below.

We never disclose personal information to an unrelated third party for the purpose of allowing them to directly market their products or service on an individual, unless individuals have expressly consented to that disclosure.

Access

If at any time you want to know what personal information we hold about you, you are welcome to request access to that information by contacting us, using the details listed below.

However, we may deny your request for access where:

- ⊖ The access impacts on the privacy of others;
- ⊖ The request for access is frivolous or vexatious;
- ⊖ There are existing or anticipated legal proceedings; or
- ⊖ Such access can be denied under law or by a law enforcement agency.

If we deny your request for access, we will let you know why.

We may also charge a fee to cover the reasonable costs we incur in processing your request.

Quality & Correction

At all times we strive to ensure that the information we hold about you is accurate, complete and up-to-date. If at any time you believe the personal information that we hold about you is incorrect, incomplete or inaccurate, you should let us know. We will use reasonable efforts to correct the information.

Online data collection & Use of cookies

To ensure we are meeting the needs and wants of our website users, and to develop our online services, we may collect aggregated information by using cookies or similar electronic tracking tools.

Cookies are small amounts of information sent from a web server to your computer. These cookies are used to recognize a return visitor as a unique user and to retain particular information in order to make your experience more convenient and personal. For example, when you browse our web pages and landing pages, our system may automatically log information about your visit such as the date and time of your visit, the server your computer is logged on to, your browser type (for example, Edge, Chrome or Firefox), previous site visited, pages accessed including amount of time spend on those, and your IP address. An IP address is a number that is assigned to your computer automatically and required for using the Internet. We may also derive the general geographic area associated with an IP address.

We do not use cookies to track your internet activity before or after you leave our website. No other business has access to our cookies.

All web-browsers offer the option to refuse any cookie. However, if you refuse our cookies, you will need to re-enter certain information at each visit, which may negatively impact your experience on our website.

Cookies themselves do not contain any personal information. However, we do link the information we store in cookies to any personal information you submit while on our site (for example when you complete and submit a form on one of our website or register page).

Change to our Terms & Conditions and Privacy Policy

We may review and change these Terms & Conditions and Privacy Policy at any time to take into account new laws and technology, changes to our operations, practices and business environment. We will notify you of any change by posting an updated version of this document on our website. Please be aware that it is your responsibility to check our website and make sure you keep up-to-date with any changes to this policy.

Privacy concerns & Complaints

We are committed to constantly improving our procedures so that personal information is treated appropriately. If you feel that we have failed to deal with your personal information in accordance with this policy or the principles set out in the Privacy Act, please contact us using the details listed below so we have an opportunity to resolve the issue to your satisfaction.

We will log your complaint and will:

- ⊕ Listen to your concerns and grievances;
- ⊕ Discuss with you the ways in which we can remedy the situation; and
- ⊕ Put in place an action plan to resolve your complaint and improve our information handling procedures if appropriate.

No disclosure to overseas recipients

We are not likely to disclose personal information to overseas recipients.

How to contact us

If you require more detailed information about our information handling practices or if you have any concerns about our handling of your personal information, please let us know by contacting us at:

New Zealand Window Shades Ltd.

15 Lady Ruby Drive

East Tamaki 2013

Auckland, New Zealand

We will endeavor to respond to your concerns as quickly as possible.
