

Privacy Notice

INTRODUCTION

Stratmore Construction Solutions Limited takes your rights, along with the privacy and confidentiality of your information and data, seriously. In accordance with the Privacy Act 2020 the information that you provide is the least amount of information that we require for engaging with you, hence this Privacy Notice.

Stratmore Construction Solutions Limited (**we, us, our**) complies with the New Zealand Privacy Act 2020 (the **Act**) when dealing with personal information. Personal information is defined as information about an identifiable individual (a natural person).

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

This Privacy Notice 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.

On that note, we will follow the protocols required of us under the Privacy Act 2020 to report any breaches of security as to personal information.

CHANGES TO THIS POLICY

We may update our Privacy Notice from time to time and amendments will be uploaded to our web site.

COLLECTION OF PERSONAL INFORMATION

The information we collect from you will mostly be done directly. We collect personal information about you from either:

- you – when you provide that personal information to us, including via the website and any related service, through any registration or subscription process (for example: newsletters, marketing surveys, competitions, research), through any contact with us (e.g. telephone call or email), or when you buy or use our products; or
- third parties – where you have authorised this or the information is publicly available, for example applying for a credit account with us.

HOW WE MAY USE YOUR PERSONAL INFORMATION

We will use your personal information to:

- verify your identity
- assist in providing products and services to you that you request, as well as to contact you about the use of the products and delivery of any orders placed with us should the need arise.
- market our services and products to you, including contacting you electronically (e.g. by email for this purpose)
- improve the services and products that we provide to you

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- undertake credit checks of you (if necessary)
- invoice you and to collect money that you owe us, including authorising and processing credit card transactions
- respond to communications from you, including a complaint
- record your visit to either our Head Office in Lower Hutt, Wellington or our Nelson Branch
- complete a Health & Safety form if you are involved in an incident/accident at either of our sites
- undertake our administrative and operational functions and for the prevention of fraud, loss and theft activities
- protect and/or enforce our legal rights and interests, including defending any claim
- supply information for any other purpose authorised by you or the Act.

DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- our employees, contractors and any business that supports our services and products – for example the provision of internet, IT systems support in respect of our enterprise resource planning (ERP) software, freight/courier companies, lawyers and business advisors
- to our appointed payment provider to process your payments for purchases
- other third parties (if we believe in good faith that we are required to do so by law)
- a person who can require us to supply your personal information (e.g. the police service, ambulance service, or government agencies or a regulatory authority)
- any other person authorised by the Act or another organisation (e.g. a law enforcement agency)
- any other person authorised by you.

Some businesses that support our services and products are located outside New Zealand. These companies are our suppliers, and we have the sole distribution rights for their products in New Zealand. On occasion we seek technical advice from them about projects and product use with FORTA Corporation (in respect of synthetic reinforcing fibres) and Kryton International (with regard to their water-proofing systems). This may mean your personal information is held and processed outside New Zealand.

You consent to the disclosure of your personal information to the parties listed above.

PROTECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. It is retained in either electronic or paper-based form for up to 7 years.

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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 AND TRACING

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 won't be able to use all of the features of the website.

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 info@stratmore.co.nz. Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information sought, or the correction, that you are requesting).

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

ANY OTHER QUESTIONS?

If you have any other questions about the information we hold about you or how we take care of that information then do not hesitate to contact us at info@stratmore.co.nz

JANUARY 2021