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1 Introduction

We, EcoCentral Limited (*EcoCentral* or *we, us, our*), are committed to protecting your privacy and handling your personal information in an open and transparent way and in accordance with the Privacy Act 2020 (the *Privacy Act*).

Personal information is information about an individual who can be identified.

This privacy policy provides information on how we may collect, store, use and disclose personal information about external parties, in accordance with relevant laws, including the Privacy Act.

2 Scope

This privacy policy applies to external parties who deal with us and provide us with personal information. If you are an employee of EcoCentral, our employee privacy policy will apply to you instead.

3 What information do we collect?

We may collect and hold personal information about:

- current, prospective and former customers
- current, prospective and former suppliers and service providers
- individuals providing personal guarantees to us
- other people who deal with us from time to time (including job applicants and the general public)
- employees and contractors of any of the above.

We may collect the following information about you:

- identifying information about you, such as your name, date of birth, address and contact details
- payment details and other financial information
- information you provide to help us assist you with any application or on-boarding process, including a credit application, or as part of providing a personal guarantee
- vehicle licence plate information
- information you provide as part of a job application, including medical information where required to assess your suitability for a role you have applied for
- information about your transactions with EcoCentral
- information you provide us during any requests, enquiries and complaints you make to us (including during telephone calls with EcoCentral, which may be recorded for training, quality assurance and record keeping purposes)
- other information relating to your use of our products and services or your relationship with us
- personal information through surveillance footage

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- other personal information from time to time, where needed for us to operate our business, deliver our products or services or where required by law.

The personal information that we collect from you is held in accordance with the Privacy Act (in particular, the Information Privacy Principles contained in the Privacy Act).

Providing the above information is generally optional for you. However, if you do not provide information to us when requested, we may not be able to provide products and services to you or the service you receive may not be as appropriate or relevant as it could be.

4 How do we collect your information?

We may collect the personal information you provide us in a variety of ways.

4.1 Direct collection

We will generally collect personal information from you directly, including through the following means:

- when you first apply to become a customer (or provide a personal guarantee in connection with a customer application), or otherwise commence a business or service relationship with us
- while providing any of our products or services to you, or purchasing products and services from you
- from contact forms, job applications and credit applications
- during your interactions and correspondence with us (including when you contact us to make any request, enquiry or complaint to us)
- when you use our website
- when you opt-in to receive newsletters or marketing materials from us
- through surveillance devices that may be situated on our premises
- while conducting customer satisfaction and market research surveys
- through promotions.

4.2 Indirect collection

We may also collect your personal information from third parties where you have authorised this, this is permitted by law, or where the information is publicly available. This may include information from:

- credit or trade references, or referees for job applications, which you have provided
- credit reporting agencies, being at the date of this policy:
 - Equifax Information Services and Solutions Limited of Level 10, 48 Shortland Street, Auckland

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- recruitment agencies
- other third parties performing verification checks or assessments as part of a job application (e.g. NZTA, medical providers)
- other suppliers of services to us.

We may store the above information for possible future communications relevant to the purpose of collection.

If you have provided us with information about another person, you must have that person's permission to do so. As part of this you need to comply with your obligations under the Privacy Act. For example, you may need to tell that other person that you have done so, that they have a right to access their information and that we will handle their personal information in accordance with this policy.

5 How do we use your information?

We may use the personal information we collect from you for a number of purposes connected with our business. These include the following:

- to verify your identity and information you provide to us
- to assist you to apply to be a customer of EcoCentral or in becoming a supplier or service provider to EcoCentral
- to assist you to hold a credit account with us
- in the case of customers, to supply or provide you with any products or services you have requested, including assessing your requirements
- in the case of suppliers or service providers, to purchase products or services from you
- to maintain and administer our records and your account with us (including processing, administering and collecting payments from or making payments to you and debt collection)
- to manage our relationship with you, including exercising and enforcing our rights
- undertaking credit checks using a credit reporting agency, which may be undertaken on an ongoing basis and which may involve obtaining ongoing monitoring services from that credit reporting agency to receive updates if any of the information held about you changes
- to interact and communicate with you
- to assess your suitability for a role you have applied for
- to deal with your requests, enquiries or complaints and other customer care or business-related activities
- to provide trade references to third parties where you have authorised us to do so
- to improve our products and services
- to contact you about our products or other initiatives we think you might be interested in

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- for marketing, publicity or market research that we might undertake
- to comply with our legal obligations, including our reporting obligations
- for other purposes for which you have given permission or which are allowed by law.

We may use surveillance footage, if required, for monitoring the safety and security of our customers, suppliers, staff and property and detecting and deterring inappropriate or criminal behaviour at our premises.

We may also use your information in an anonymised aggregated form, to carry out an analysis of our products, services and customer interactions.

6 Disclosure of your information

Any information you supply to us may be shared with and used by the following, where relevant to them:

- our employees, contractors, suppliers and agents
- affiliated and related companies
- other third parties who help provide products and services (including debt collection agencies and recruitment agencies)
- third parties to whom you have authorised us to provide trade references on your behalf
- our advisors
- a business that supports our services and products (e.g. a business that hosts or maintains our IT system, data centre or website)
- service providers commissioned to protect the rights, property or safety of EcoCentral or others
- credit reporting agencies and debt collection agencies (including disclosing information about any default in your payment obligations to a credit reporting agency, which may give this information to other credit reporting agency customers)
- any court, tribunal or regulatory authority where disclosure is required or allowed by law
- any other person authorised by you or by law.

We will not share your information with third parties, except as outlined in this policy, or where you have authorised that disclosure.

Your information may be hosted with third party service providers. We seek in our agreements with them to prohibit the information that we collect from you being used by them in a way that we have not authorised.

7 Storage and protection of your information

We take all reasonable steps to ensure that your personal information is stored securely and is protected against loss, misuse and unauthorised access, modification or disclosure.

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Despite taking all reasonable steps to safeguard the security of personal information, EcoCentral cannot guarantee that the personal information cannot be accessed by an unauthorised person (e.g. a hacker) or that unauthorised disclosures will not occur.

If a privacy breach occurs which has caused or may cause serious harm to you, we will notify you of this as soon as practicable either directly or, if that is not reasonably practicable, by public notice.

We may store your personal information using third party service providers (including providers outside New Zealand) and so your personal information may be held outside New Zealand. These providers are specialists in the areas of data storage and protection and are therefore well-placed to maintain systems that protect your information.

EcoCentral will retain personal information about you for as long as is necessary for the purpose for which it was obtained, including for the purposes of satisfying any legal, accounting, or reporting requirements and to manage backups of your personal information in accordance with our security practices.

8 Your right to access and correct your information

We take reasonable steps to keep your personal information accurate, complete and up-to-date.

Aside from some circumstances set out in the Privacy Act, you have a right to access and correct the personal information we hold about you. To do so, please mail or email our Privacy Officer at the following address or email address:

EcoCentral Limited
Ground Floor
9 Baigent Way
Middleton 8024
Christchurch

Email: privacy@ecocentral.co.nz

In some cases, there may be a charge associated with providing copies of your personal information to you. If so, we will let you know before sending your information to you.

9 Internet use and cookies

9.1 Cookies

A cookie is a small file that resides on your computer and can be used by a website to remember things like your preferences for that site. For example, a cookie can be used to store registration information so that you do not need to re-enter that information on a subsequent visit to the site.

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Our website uses cookies and similar technologies to make the site work and to understand how it is used. Some cookies are essential for the site to function. Others are set by third-party services we embed, including Google Webfonts, Google Maps, Google reCAPTCHA and video providers; these may collect technical information such as your IP address. You can control non-essential cookies at any time using the cookie settings panel on our site, or through your browser settings.

Where cookies collect information about you, that information is handled in line with this privacy policy and the Privacy Act, including your right to access and correct it.

Some web browsers enable you to decline the receipt of cookies. If you use this function, you will still be able to visit our website but some pages may not fully function and you may not be able to access certain information on the website.

[9.2 Links to third party sites](#)

This privacy policy only relates to our website and products and services. Our site may contain links to other third party sites. We are not responsible for the privacy practices or the content of other websites. You should check their privacy policies before providing personal information to them or any other third party.

[10 Changes to our Privacy Policy](#)

We may change this policy at any time and notify you by posting an updated version of the policy on our website. Any change applies from the date we post it on our website.