Privacy Statement

This Privacy Statement explains how Connect NZ Limited ("Connect NZ", "we", "us", "our") collects, stores, uses and discloses personal information in connection with our website, business operations, products, systems, support and managed services and technology solutions ("together, the Services").

By accessing or using our Services, you agree to the practices described in this Privacy Statement and to the collection, use and disclosure of personal information as described here.

Changes to this Privacy Statement

We may update this Privacy Statement from time to time by publishing an updated version on our website.

Our Role in Handling Personal Information

Depending on the Services provided, Connect NZ may act:

- as a privacy agency in its own right (for example, contracting directly with customers, or when providing device repair services directly to consumers); or
- as a service provider processing personal information on behalf of another organisation.

Where we process information on behalf of a customer, that customer remains responsible for compliance with applicable privacy obligations unless otherwise agreed in writing.

1. Information We Collect
   We may collect personal information when you contact or communicate with us, request support, purchase or use our Services, sign up for an account, use our websites or online portals, or participate in demonstrations, remote sessions, training or events.

   Personal information may include:
   - Name and contact details (e.g., email address, postal address, telephone number)
   - Company or business information
   - Billing and payment information
   - Account credentials and identifiers
   - Device and repair-related information (such as device type, serial number, fault descriptions and service history)
   - Technical and usage information (e.g., IP address, device identifiers, log data and access records)
   - Information provided by insurers or corporate customers where we perform services on their behalf
   - Audio or video information where recorded as part of authorised support or training activities

- Security-related information where relevant to the Services (such as alerts, access logs or risk assessment data).

The specific information collected depends on the nature of the Services provided.

Depending on the Services we supply, we may also collect business or system data related to the technology environments we support.

Some Services may involve audio or video communications (for example, recorded support sessions, training, or cloud communications platforms). Any such recordings are accessed only for authorised operational, support, quality or security purposes and are subject to appropriate access controls and retention limits.

2. System Access & Remote Support
   As part of our IT, cloud communications, security and support services, we may access customer networks, systems, devices, platforms and cloud environments. Access is performed only with appropriate authorisation and solely for legitimate purposes such as installation, configuration, maintenance, troubleshooting, support, security monitoring or investigation.

Remote access sessions may be logged and monitored in accordance with our security procedures.

Some Services may involve access to or integration of audio or visual data from systems managed by our customers. In these cases, CONNECT NZ supports the customer's systems as instructed and does not control how that data is collected, used or retained.

3. How We Use Personal Information
   We use personal information to:
   - verify identities and manage authorised access
   - provide, operate, support and manage our Services
   - perform device diagnostics, repairs, returns and associated logistics
   - provide technical support, maintenance and remote assistance
   - monitor performance and diagnose issues
   - administer billing, invoicing and payments
   - communicate service-related information, updates and notifications
   - carry out security monitoring, risk assessment, threat detection and incident response
   - perform Services on behalf of insurers, enterprise customers or other third parties in accordance with their instructions
   - comply with legal, regulatory and contractual obligations
   - send marketing communications where permitted by law or where you have provided consent

4. Automated Logging, Technical Data & Cookies
   When you use our websites or online services, we automatically collect technical and diagnostic data that helps us operate and improve our Services (e.g. IP addresses, browser type, operating system, pages visited and timestamps).

We may use cookies, session identifiers and analytics tools (such as Google Analytics or similar). You can control cookies through your browser settings, however, disabling cookies may affect website functionality.

5. Confidentiality and Information Security
   We maintain reasonable organisational, technical and administrative safeguards to protect personal information from unauthorised access, disclosure, alteration or destruction. These measures may include:
   - access controls and role-based permissions
   - encryption of data in transit and at rest where appropriate
   - secure hosting and infrastructure controls
   - logging, monitoring and incident response procedures
   - staff training and confidentiality obligations

6. Third-Party Services and Sub-processors
   We may engage third-party vendors and sub-processors to support our Services, including cloud service providers, communication platform providers, payment processors, analytics providers, and subcontractors. We take reasonable steps to ensure these providers are subject to contractual obligations requiring these providers to process personal information only on our instructions and to implement suitable security measures.

7. Cloud Storage & International Transfers
   Personal information may be stored or processed in cloud environments located in New Zealand or overseas. Where personal information is transferred outside New Zealand, we take reasonable steps to ensure that overseas recipients protect the information in a manner comparable to the New Zealand Privacy Act 2020.

8. Data Breach Notification
   If we become aware of a data breach that is likely to result in serious harm, we will follow our incident response procedures, take steps to contain and remediate the breach, and notify affected individuals and the Office of the Privacy Commissioner as required by law.

9. Data Retention
   We retain personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or to meet legal, regulatory or contractual requirements. When information is no longer needed, it is securely deleted or anonymised.

10.

11. Your Rights

    Under the Privacy Act 2020, you have the right to request access to, and correction of, personal information we hold about you. You may also have additional rights depending on the circumstances and applicable law.

Requests can be made by contacting us using the details below. We may need to verify your identity before responding to a request.

Privacy Officer
Connect NZ Limited
Email: privacy@connectnz.co.nz

12. Marketing & Communications
    We will only send marketing communications where you have opted in or where permitted by law. You may opt out of marketing emails using the unsubscribe link in the email or by contacting us. Operational or service-related messages (e.g., security alerts, billing notices) may still be sent where necessary.

13. Links to Third-Party Sites
    Our website or Services may include links to third-party websites or services. We are not responsible for the privacy practices or content of those third parties. Review their privacy policies before providing personal information.

14. Children's Privacy
    Our Services are not directed to children. We do not knowingly collect personal information from individuals under the age of 16 without appropriate consent.

Contact & Complaints

If you have questions, requests or complaints regarding this Privacy Statement or our handling of personal information, please contact:

Privacy Officer
Connect NZ Limited
Email: privacy@connectnz.co.nz

If you are not satisfied with our response, you may lodge a complaint with the Office of the Privacy Commissioner.