

Vickers Home Privacy Notice

This privacy notice sets out how Vickers Marketing Limited (“we”, “us”, or “VH”) collect, use, and disclose information collected through use of our website and digital platforms (the “Platforms”) or our services, when you sought work from us, and during and after your working relationship with us, and in any other interactions with you.

We may also collect, use and disclose information to the extent applicable law does not prohibit it.

1 What kind of information do we collect?

Information we collect may include personal information about you. We may, and you authorise us to, collect your personal information including:

- **Contact information** such as your name, address, email address, telephone number, and contact information of third parties.
- **Interaction information** on your use of our services, your account, or when you make a purchase from us, such as a product’s model number, serial number, purchase date, details of transactions, and details about payments to and from you, and balance of accounts.
- **Financial information** such as the full bank account numbers and/or credit or debit card numbers, information on your assets, income, expenses, subscriptions, and liabilities.
- **Detailed personal information** such as your date of birth, residential address history, driver’s licence number and/or passport number or other identification information or documents, marital status, information on current or potential dependents living with you, and information on your job status, including potential or anticipated changes to this category of personal information.
- **Background information** that is required from you or third parties for our assessment of your application for an account on the Platforms such as your previous employers and references, other employees, banks, credit reporting bodies, law enforcement, identity verification services and other external agencies, and publicly or commercially available sources for the purposes of complying with relevant legislation (e.g. anti-money laundering laws).
- **Customer service and support records**, information on your interactions with us when you make a service call, consumer enquiry, complaint, or report a problem with our Platforms or email us through the “Contact Us” link on the Platforms, including a record of any correspondence between us.

2 Collection of Information: The information collected by us may include personal information:

- a communicated to us via email, telephone (including our call centre or customer service line), SMS or social media.
- b provided by you through completing one of our forms, such as an employment application, customer registration, account or credit application, and newsletter subscription.
- c provided by you when you request certain products, samples or services from us.
- d provided by you through registering an account on the Platforms, submitting an online form, request for information, survey or application through the Platforms or otherwise submitting information to us through the Platforms or post or upload to the Platforms; or
- e provided to us by you or on your behalf through third parties, and any other method (including, without limitation, our partners, contractors, external agencies, meetings, correspondence and discussions).

- f relating to interactions and transactions you carry out on, or through, the Platforms.
- g from publicly available sources; and
- h through tracking your use of the Platforms, including the content you access and any services you utilise, and information collected through automated technology as further detailed below.

3 Information from other sources: We may, and you authorise us to receive or confirm information about you through third parties who you have authorised to disclose your personal information to us in accordance with paragraphs 1, and 2e.

The collection and disclosure of your personal information to us by third parties may be governed by terms you have agreed with them.

4 Consequences for failure to provide: You may decide not to provide your personal information to us. However, if you do not provide it, we may not be able to provide you with the goods and services you have requested, assess your application for an account on the Platforms, your access to the Platforms or certain parts of the Platforms or you may not be able to fully utilise all of our products and services. We also may not be able to assess your application for employment with us, manage your employment at us and may require additional processes to be put in place to accommodate this. Certain personal information is mandatory to be disclosed under law, such as your IRD number.

5 Automatic Data Collection Technologies: As you navigate through and interact with the Platforms, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns. Some of this information may be linked to you personally. This information helps our Platforms function correctly, helps us understand the needs of our users and may be used for the other purposes set out in this privacy notice. Examples of this information include:

- a website related traffic data, location data, logs and other communication data.
- b data related to your use of the Platforms. This includes the pages you visit, the resources and services that you access; the time you spend on each page, the date and time of your visit, referring pages (pages you came from or go to), and statistical and other aggregated data derived from your use of the Platforms.
- c information about your device, computer and network connection, including your IP address, operating system, hardware version and browser type; and
- d if you allow our Platforms to deliver content based on your location (for example by enabling this feature on your mobile device) we may collect location data (such as through GPS, Bluetooth, or WiFi signals) including for the automated delivery of relevant content and advertising to you.

The technologies we use for this automatic data collection may include log files, usage monitoring software and cookies. Cookies are small pieces of information that are stored on a user's device that can identify the device you are working from. The cookie file gives us details such as your IP address, platform, browser and domain (whether you are accessing the Platforms from NZ or elsewhere). We may use the information generated by cookies to personalise your experience on the Platforms, make it easier for you to navigate our Platforms, and improve your experience by storing your search, posting and other viewing and usage history, and your login details (if you choose) enabling you to use certain services as a registered user without having to log on each time. We may also use cookies to provide you with certain advertisements which may be of interest to you. If you disable cookies, it may limit your access to some of the Platforms' content and features. You can choose to refuse cookies by turning them off in your browser and/or deleting them from your hard drive. You do not need to have cookies turned on to use our Platforms, but your experience may be affected.

6 Use of information: Your personal information may be used by us (and our employees, officers, agents, contractors and affiliates) for any purpose which is stated to you at the time of collection or that you otherwise authorise and for the following purposes:

- a to provide you with the goods, services, payments processing and/or information you have requested.
- b to assess your application for an account on the Platforms,
- c verification of your identity for use of the Platforms, and to assist you if you forget your username or password for any of the services we provide to you via the Platforms.
- d to assist in providing better services to you by tailoring them to meet your needs.
- e to send you our newsletters and provide you with further information about us or other platforms or goods or services offered by us or our related companies or third parties or which we consider may be of interest to you.
- f to carry out marketing, promotional and publicity purposes including direct marketing, market research and surveys.
- g to keep the Platforms relevant and of interest to users.
- h to customise the Platforms to your preferences and to show you advertising and information that is most relevant to you and your interests based on the information you have provided to us, or we have otherwise collected.
- i to contact you via electronic message regarding purchases or orders you have made on the Platforms or other potential purchases on the Platforms we think you may be interested in.
- j to assist us in performing our functions and activities.
- k to communicate and manage our relationships with stakeholders.
- l analysis in aggregate form (identifiable characteristics removed so that you will remain anonymous).
- m to conduct, manage and protect our business.
- n to communicate with you; and
- o to comply with our legal obligations.

7 **Holding your information:** Our service providers may store your information on our behalf (for instance, the service providers described in paragraph 8 below). We may also hold your personal information ourselves – for instance, on servers, business computers or in physical files located on our premises.

8 **Information Sharing and Disclosure:** We may disclose your personal information:

- a within our organisation for the purposes set out in section 6 above.
- b to third parties in accordance with the uses set out above.
- c if you have requested or authorised us to do so.
- d to our contractors, suppliers and other third parties to enable them to provide services and products to us and you, including in relation to the Platforms.
- e to your organisation, colleagues and representatives.
- f by sharing aggregated demographic information about our user base with our affiliates, partners and advertisers.
- g when we believe it is appropriate to comply with the law, facilitate court proceedings or to protect our rights.
- h where we are authorised or required to do so by law.

The use, collection and disclosure of your information described above may involve us disclosing your personal information outside New Zealand in countries where we have arrangements with our related entities or third parties.

- 9 **Data Access and Correction:** Under the Privacy Act 2000, you have rights of access to and correction of personal information that we hold. This can be done by contacting us by email at **sales@vickershome.co.nz** or by mail to **18 Cambridge Street, Levin Horowhenua Manawatu, New Zealand, 5510**.
- 10 **Commercial electronic messages:** If you provide us with electronic contact details, or if you sign up to our newsletter through the Platforms, you agree that we may send you commercial electronic messages (e.g., texts and emails) for any of the purposes set out in this privacy notice.
- 11 **Changes in privacy notice:** We reserve the right to make changes to our privacy notice or alter our Platforms functionality. Any changes made will be updated in this privacy notice accordingly, so we encourage you to review the policy for the latest information on our privacy practices.
- 12 **Contact Details:** If you have any questions about our privacy notice, or any other matter, please feel free to contact us. You can reach us in one of the following ways:

Contact: Privacy Officer
Phone: **0800508005**
Email: **sales@vickershome.co.nz**
Mail: **18 Cambridge Street**
Levin Horowhenua Manawatu
New Zealand
5510

It's important to us that the personal information that we hold about you is accurate and complete. Please let us know as soon as possible if you think we may need to make changes to that information.

This privacy notice was last updated on 11 October 2022.