

# OurAuto Privacy Policy

## Introduction

OurAuto is covered by the Information Privacy Principles (**IPPs**), as set out in the Privacy Act 2020 (**Privacy Act**). The Privacy Act governs the way that OurAuto collects, uses, discloses, secures and provides access to personal information.

To comply with our obligations under the IPPs and Privacy Act, OurAuto has this Privacy Policy, which sets out how we manage privacy in our organisation.

OurAuto will review this policy from time to time, in order to update and continually improve our processes. If this policy is amended at any time, the updated version will be posted on our website at [www.ourauto.co.nz](http://www.ourauto.co.nz)

Your continued use of our website or services constitutes your acknowledgement of the changed policy and that any personal information collected or held by OurAuto will be subjected to the changed policy.

## Purpose of the Policy

OurAuto takes its obligations under the Privacy Act seriously. We have privacy obligations to our customers and to the general public who use the services provided by OurAuto.

## Collection of Personal Information

OurAuto does not collect personal information unless it is necessary. We only collect personal information by means that are lawful, fair and unobtrusive. When practicable, personal information will only be collected from the individual concerned (who is referred to as "you" in this policy).

The type of information that OurAuto collects about you will depend on the nature of the service provided. When you contact OurAuto, you may provide us with any of the following types of personal information:

- Name
  - Date of birth
  - Address
  - Email address
  - Telephone and facsimile number
  - Credit card and other bank details
  - Occupation, position or job title
  - Details of memberships of trades associations, and
  - Other information which may be collected when you visit our website to read or download information, which may include your server address, domain name, the date and time of your visit to our site, the pages viewed and the information downloaded.

## Internet Use

OurAuto uses cookies to facilitate your use of our website. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of our website.

While OurAuto takes 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 post your personal information on our website you acknowledge and agree that the information you post may be publicly available.

If you follow a link on our website to another website to another site, the owner of that site may have its own privacy policy relating to your personal information.

## Use or Disclosure of Personal Information

OurAuto will only use or disclose your personal information for the following purposes:

- verifying your identity;
- supplying products and services;
- providing you with invoices and/or order confirmations;
- communicating with you;
- collecting payment for products and services;
- providing support and assistance;
- gathering statistical information;
- complying with statutory requirements;
- protecting and/or enforcing our legal rights and interests, including defending any claim;
- purposes directly related or incidental to the above; and
- for any other purpose authorised by you or permitted by law.

In addition, OurAuto uses your personal information when advising you about our products and services, or upcoming events at OurAuto. OurAuto will not provide your personal information to any other organisation for marketing purposes without your consent.

OurAuto may share your personal information with its related bodies corporate for the purposes specified above.

OurAuto may disclose your personal information for the purposes specified above to:

- Outsourced service providers including but not limited to printing houses and mail-out services, billing and debt recovery services, financial institutions and information technology services
  - Professional advisors such as lawyers, accountants and auditors
  - Government authorities as required or authorised by law, and
  - Related Motor Trades Associations in other Australian States.

## Data Quality and Security

OurAuto will endeavour to ensure that the personal information we hold about you is complete, accurate and up to date. In order to assist us to achieve this, it is important that you advise OurAuto when your details change.

OurAuto may store your information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. OurAuto may store and/or access your personal information on servers and services both within New Zealand and offshore (including third party cloud-based services and storage) in accordance with the Privacy Act. We may access and use that personal information in and outside New Zealand. You acknowledge that some of the third party storage providers, who provide services to us under contract, are based in other countries that may not have equivalent privacy and data protection laws to New Zealand.

Some of the steps OurAuto has taken to protect the security of your personal information include:

- Computer and network security including passwords and other electronic barriers
- Physical restrictions on access to personal information such as security doors
- Policies for destroying or permanently de-identifying personal information no longer required (subject to legal requirements for retaining certain records), and
- Secure internal information handling processes.

We only retain personal information for so long as it is necessary for the purposes for which the information may lawfully be used. The period for which the personal information is to be stored and retained is determined with reference to applicable law and OurAuto's data retention policies.

#### [Access to your personal information](#)

You have a right to request access to and correction of personal information that OurAuto holds about you.

Access may involve permitting you to inspect or take notes or make photocopies of your personal information. To obtain access you will have to provide proof of your identity. This is necessary so that OurAuto can ensure that your personal information is not disclosed to any other person.

In some circumstances, OurAuto may not be able to provide access to, or correction of, your personal information. If this occurs, we will provide you with a written explanation. Requests for access to, or correction of, your personal information should be made in writing to the OurAuto Privacy Officer. There is generally no fee for access to personal information. However, in some cases a reasonable fee may be charged in order to recover costs if information has to be retrieved from archives or a large quantity of information has been requested.

OurAuto will endeavour to respond to all requests for access or correction within 14 days.

#### [Data Breach](#)

In the event of a data breach affecting personal information held by OurAuto, OurAuto will take reasonable steps to contain and rectify the breach as soon as practicable and comply with any applicable notification obligations.

#### [Complaint Process](#)

If you have any concerns about the way your personal information has been managed by OurAuto or if you believe that OurAuto has breached the APPs, you may make a complaint in writing to the Privacy Officer at:

OurAuto

Level 18, 151 Queen Street,

Auckland NZ 1010

or

email [info@ourauto.co.nz](mailto:info@ourauto.co.nz)

All complaints will be investigated within 14 days of receiving your complaint. If OurAuto has not handled your personal information in a way that is consistent with the IPPs or the Privacy Act then we will take steps to remedy this.

If you have any concerns about the way your complaint is being handled, you may contact the Office of the Privacy Commissioner by email at [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz) or telephone on 0800 803 909.