

AUTOSPARK TAURANGA 2018 LTD

PRIVACY STATEMENT

This Privacy Policy is intended to be for the benefit of, and enforceable by Autospark Tauranga 2018 Ltd.

In this Privacy Policy the expressions "us", "we" or "our" are a reference to Autospark Tauranga 2018 Ltd. Reference to 'you' or 'your' are a reference to the customer or individual visiting the website or otherwise using or receiving our products and or services.

We take your privacy seriously and remain committed to ensuring that your personal information is protected in accordance with the Privacy Act 2020 (**Act**). This Privacy Policy sets out how we collect, store, use, and disclose information about you.

By accessing or using this website, agreeing to our standard terms of trade, or by otherwise providing us with your personal information, you acknowledge you have read and understood this Privacy Policy, agree to be bound by its terms and authorise the collection, storage, use, disclosure, and retention of your personal information as set out in this Privacy Policy.

Collection of Information

- Autospark Tauranga 2018 Ltd is in the business of providing auto electrical, automotive servicing and mechanical repair services.
- In order for us to carry out our services to you, we may collect, use, disclose and retain your personal information. We collect personal information from you when you access, browse, or use our website, request to receive communications, contact us to leave an enquiry or when you otherwise provide us with any personal information (including when you visit our workshop).
- Personal information we may collect from you includes your name, email address, postal address, phone or mobile number(s), date of birth, drivers licence details, vehicle details and/or prior repair and maintenance history.
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- *You may decline our requests to collect personal information, however, this may restrict your access to certain information across our website and may mean we are unable to provide certain services to you.*

Use of Personal Information

We may collect and use your personal information to:

- Process customer service requests, respond to complaints, Process any queries or requests for our services.
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- Conduct our business and provide you with our products and services and communicate with you regarding our business.
- Complete other general business purposes, such as the maintenance.
- Complete general business practices; to collect or recover any payments, outstanding debt, or other amounts from you in connection with the provision of our services.

Disclosure of Personal Information

You acknowledge and agree that we may share your personal information with Autospark Tauranga 2018 Ltd with the purposes set out in this Privacy Policy; any person necessary to enforce our rights under this Privacy Policy; to a debt collection agency; any third party which disclosure is permitted or required under law; and any other party authorised by you.

If we disclose personal information to third parties outside of New Zealand, we will do so in accordance with the Act. We will ensure that the recipient(s) privacy laws provide comparable safeguards to those of New Zealand.

Security and Storage

Where we record or store personal information that we collect from you, we will take reasonable steps to ensure that such information is accurate, complete, up to date and kept secure using generally accepted standards of security. We hold personal information across various formats. These include electronic and physical forms, on servers, databases, and filing systems.

Access and Correction

Personal information collected from you and stored by us and will be held and or arranged by Autospark Tauranga 2018 Ltd for only the period of time necessary to achieve the purposes for which we collected the personal information.

You have the right to seek access the personal information held about you and to advise us of any inaccuracy. It is your responsibility to inform us of any changes to your personal information. Where your personal information may be readily retrieved, and subject to certain grounds of refusal set out in the Act, you have the right to request access to it and if applicable, shall have the right to request correction where required by notice via email or in writing at the contact details below:

Applicable Law

This Privacy Policy is governed by New Zealand law. Your personal information will be collected, used, stored, and disclosed in accordance with this Privacy Policy and New Zealand law. The courts of New Zealand have non-exclusive jurisdiction. This Privacy Policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, your rights, and our obligations under the Act, see www.privacy.org.nz.

Privacy Concerns, Questions or Complaints

If you have any questions about this Privacy Policy and/or our handling of personal information or you have had reason to believe that we have at any time failed to keep one of our commitments to you to handle your personal information in the manner required by the Act, please write to our Managing Director using the contact details below:

Autospark Tauranga 2018 Limited

177 Eleventh Avenue, Tauranga, 3110

Email: autospark@kinect.co.nz

Once we receive your complaint, we will respond to you within a reasonable timeframe (within 20 working days). If you are still not satisfied, you can contact the Office of the Privacy Commissioner by:

Phone: 0800 803 909 (from 8.30am to 5pm, Monday to Friday)

Post: PO Box 10-094, The Terrace, Wellington, 6143

Email: enquiries@privacy.org.nz

This policy was last modified on 10 December 2020
