

We Love Tradies HR Ltd
Privacy Policy

Updated 10.01.2022

A. INTRODUCTION

Your privacy is important to us. We are committed to ensuring that any personal information you provide to us is held and used in accordance with the privacy principles contained in the Privacy Act 2020.

Our privacy policies details how we collect, use, and store personal information through our website www.welovetradieshr.co.nz our web-based applications, tools and platforms and any ancillary products and services we provide, including website hosting, and by engaging with us on social media.

GENERAL DATA PROTECTION RULES`

We have not included any reference to the additional requirements for customers based in European Economic Area, as we do not believe the General Data Protection Rules (GDPR) applies to the We Love Tradies HR website. Article 3 of GDPR states '*2. This Regulation applies to the processing of personal data of data subjects who are in the Union by a controller or processor not established in the Union, where the processing activities are related to:*

- 1. The offering of goods or services, irrespective of whether a payment of the data subject is required, to such data subjects in the Union; or*
- 2. The monitoring of their behaviour as far as their behaviour takes place within the Union.*

Further guidance on this is provided by the New Zealand Law Society which provides 'all businesses with customers in the European Union or business that merely monitor the behaviours of individuals who live in the EU must abide by the new EU data protection standards.' We believe We Love Tradies HR does not fall into this definition.

B. Last updated 10 January 2022.

C. CONSENT

By providing your personal information to us, you acknowledge that you have read and understood this privacy policy and that you agree to its terms. You give your consent to the collection, use and storage of your personal information as described in this privacy policy.

We do not provide services to, or collect personal information about minors, however we cannot distinguish the age of persons who access and use our website. If a minor (according to applicable New Zealand laws) has provided us with personal information without parental or guardian consent, the parent or guardian should contact us to remove the personal information.

If there are any questions about our privacy policies, please contact our Privacy Officer.

Contact details:

Name of legal entity: We Love Tradies HR Ltd
Privacy Officer: Viv d’Or
Email address: privacy.officer@welovetradieshr.co.nz
Postal address: PO Box 33319
Wellington Mail Centre
Lower Hutt
Wellington
New Zealand 5045
Telephone: +64 225 620069

It is important the personal information we hold is accurate and current.

Please let us know of any changes to your personal information by emailing:
privacy.officer@welovetradieshr.co.nz

D. PERSONAL INFORMATION WE COLLECT, FOR WHAT PURPOSE AND HOW WE USE AND STORE IT

The type of Personal information we collect depends on the purpose for collection and circumstances of collection, but may include:

- (a) Identifying information, to verify your identity such as your date of birth, citizenship or residency and photographic identification.
- (b) Information to enable us to comply with our obligations under anti-money laundering and countering financing of terrorism laws, including verifying your identity, and the identity of relevant persons in your organisation (see our Anti-Money Laundering Policy for more information about what information we might need, and how we collect and hold it).
- (c) Contact information, such as your postal address, telephone number and email address.
- (d) Customer information relating to any purchase of goods and/or services- name, title, billing address, delivery address, email address, phone number, contact details, purchase details.
- (e) Payment information (if we are paying you), such as bank account details, including number, branch, SWIFT code, account holder, and New Zealand Inland Revenue number or equivalent.
- (f) Any interactions you have with us (including time and date of contact, and relevant emails and documents).
- (g) Other personal information we require from, or about, you to provide the advice that has been requested. This may be in the context of advice you have asked for, or that a third party has asked for.
- (h) Website user data collected when you visit our website. Website user data may include your IP address, cookies, device information, unique device identifiers, operating system and version and mobile network information.
- (i) We do not store credit card information, nor do we share financial details with 3rd parties.

- (j) We do not collect and store sensitive personal information; race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, health information and genetic and biometric data.
- (k) We do not collect any information about criminal convictions and offences.
- (l) Where we are required to collect personal information by law, or under the terms of our contract and you do not provide us with personal information, we may not be able to perform the contract.
- (m) If we do not receive personal information, we may have to cancel a product or service ordered and we will notify you at the time.
- (n) For more information, please email us: privacy.officer@welovetradieshr.co.nz

E. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information directly from you, including in the following circumstances:

- (a) When you interact with us in person, on the phone or by email.
- (b) When you provide us with your Personal information in another kind of document, for example, a contract for services or a curriculum vitae.
- (c) When you enter information into an online form; and
- (d) When you interact with us on social media.

We may from time to time collect information that is not personal information (i.e., it is not attributable to you individually). The purpose of this is to ensure we can further develop and improve our services.

If we do combine non- personal information with personal information, the combined information will be treated as personal information

We may automatically collect certain data from you as you use our website and interact with us on social media and by using cookies.

We may collect personal information from third parties, including:

- (a) Partners that we work with to carry out our functions and to provide you with our legal service.
- (b) Our professional advisers.

Where you are providing us with information about another individual, you undertake and will ensure that the individual whose personal information you are supplying us has authorised the disclosure of that personal information to us is informed of and agrees to the terms of this privacy policy.

F. HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to:

- (a) Reply to your queries or to provide legal services to you.
- (b) Provide legal services to our clients in relation to matters in which you are involved.
- (c) Verify your identity or perform customer due diligence.
- (d) Engage or provide information to third parties on your behalf with your consent or as otherwise required by law.
- (e) Check for and manage commercial or legal conflicts of interest.
- (f) Comply with our legal and professional obligations under the Lawyers and Conveyancers Act 2006, the Anti-Money Laundering and Countering Financing of Terrorism Act 2009, under any court orders, and under the Privacy Act 2020 and all other applicable New Zealand laws.
- (g) Enable us to undertake our business processes (such as invoicing).
- (h) Send you newsletters.
- (i) Send you publications (with your consent) and invite you to seminars and functions.

To carry out the activities or to achieve the purposes specified above, we may disclose your personal information to:

- (a) People and organisations to whom you have authorised us to disclose your personal information.
- (b) Service providers that enable us to store, manage, audit, and analyse the information we hold.
- (c) Communicate with you in the context in which you have engaged with us.
- (d) Communicate essential notifications and other information to you.
- (e) Facilitate the development and maintenance of our website.
- (f) Perform statistical analysis of user behaviour, and of characteristics and use of our website.

G. DISCLOSURE OF PERSONAL INFORMATION

We Love Tradies HR Ltd is a law firm and provides Legal services, Human Resources, advice and Information Services. **We Love Tradies HR Ltd** also uses third party providers to provide services and perform functions on its behalf. We may share your Personal information with the third parties we work with or who provide us with services or provide functions on our behalf.

These third parties include:

- (a) Our clients, for whom we provide services.

- (b) Our professional advisers and consultants.
- (c) Persons who assist us to provide services or perform our functions, including in relation to:
 - (i) The development, operation, and maintenance of our website and web-based applications.
 - (ii) Secure payment processing.
 - (iii) Information processing and storage.
 - (iv) Managing and enhancing customer data.
 - (v) Providing customer service.
 - (vi) Assessing your interest in our services and conducting customer research or satisfaction surveys.
- (d) Social Media sites on which we have a presence; and
- (e) Anyone else to whom you authorise us to disclose it.
- (f) Government agencies for legal, administrative, governance, and related matters.

H. DISCLOSURE BY LAW

We may be required by law to disclose your personal information.

We may also disclose your personal information to a third party if we have a belief that either you have consented to the action, or that such action is necessary to:

- (a) Enforce this Privacy Policy or any relevant contract or terms and conditions.
- (b) Comply with a judicial proceeding, court order, or legal process; or
- (c) Protect the rights, property, or personal safety of us or our agents, personnel and subcontractors, or others.

You authorise us to disclose any information about you to law enforcement or government officials as we, in our sole discretion, believe is necessary or appropriate.

I. THIRD – PARTY SITES AND SERVICES

We Love Tradies HR Ltd.'s website and other materials may contain links or references to third-party websites, and services.

Information collected by such third parties, which may include such your location data or contact details, is governed by the third party's privacy practices or policies. We recommend that you check the privacy policies of those third parties. We accept no responsibility or liability for any third party's practices or policies or your provision of personal information to them.

Third party, cloud-based providers used by **We Love Tradies HR Ltd** are

- (a) Microsoft 365
- (b) Xero
- (c) Mail Chimp
- (d) Dropbox

- (e) Chrometa
- (f) Squarespace/ Google
- (g) PayWave
- (h) SharePoint
- (i) Supportwise UK (Web APP)

Our third-party providers store personal information in data centres located in Australia, and United States of America and UK. You are advised to check on the privacy policies of the cloud-based providers.

J. MARKETING COMMUNICATIONS

You can ask us to stop sending you marketing messages at any time;

- (a) By logging into the website and application and checking or unchecking relevant boxes to adjust your marketing preferences.
- (b) By following the opt-out links on any marketing message sent to you or;
- (c) By emailing us at privacy.officer@welovetradieshr.co.nz.

K. SECURITY OF YOUR PERSONAL INFORMATION

Security of personal information is important to us, and we take all reasonable precautions to protect your personal information against misuse, loss, unauthorised access, modification, or disclosure.

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of personal information, we have put in place reasonable and appropriate physical, electronic, and managerial procedures to safeguard and secure the personal information we collect.

We Love Tradies HR Ltd and our third-party providers store personal information in a secure environment accessed only by authorised persons. We use generally accepted security standards to protect personal information collected from you from misuse and loss and from unauthorised access, modification, and disclosure.

We Love Tradies HR Ltd also maintains internal privacy procedures to ensure personal information is handled in an appropriate way.

We love Tradies HR Ltd provides training on the Privacy Act to staff.

Given the nature of the internet we cannot guarantee security of information transmitted through the internet. We will do our best to protect your personal data, however any transmission is at your own risk.

L. RETENTION OF PERSONAL INFORMATION

We love Tradies HR Ltd will retain your personal information for as long as it is needed for the purpose for which it was collected (or any other purpose you have consented to) or for so long as we are required by law to retain it.

M. ACCESS TO YOUR PERSONAL INFORMATION

The Privacy Act 2020 gives you rights to request access, and to correct your personal information.

You may request access to personal information that we hold about you by contacting us: privacy.officer@welovetradieshr.co.nz

We do not charge a fee to access your personal information.

We may charge a reasonable fee if your request is unfounded, repetitive, excessive or refuse to comply with your request in these circumstances.

We may request specific information to confirm your identity and ensure your right to access your personal information and to ensure personal data is not disclosed to any person who has no right to receive it.

We may contact you to ask for further information in relation to your request to speed up our response.

We try to respond to all requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or if there are a number of requests from you. In this case, we will notify you.

N. CORRECTION OF YOUR PERSONAL INFORMATION

You may request that we correct factual errors in your personal information by sending us an email request that shows the error(s) to privacy.officer@welovetradieshr.co.nz.

If we choose not to correct errors that you have identified in your personal information, you may request that we make reasonable efforts to note the correction request, to be held (if possible) together with the relevant personal information.

To protect your privacy and security, we may also take reasonable steps to verify your identity before granting access or making corrections. We may refuse access to or correction of your Personal information for any reason of refusal permitted by law.

O. COMPLAINTS

If you have any questions about privacy related issues or wish to complain about the handling of your personal information by us, please contact:

Privacy.officer@welovetradieshr.co.nz

We may ask you to lodge your complaint in writing. Any complaint will be investigated by our Privacy Officer, and you will be notified of the decision in relation to your complaint as soon as practicable after it is made, usually within 20 working days.

If we are unable to satisfactorily resolve your concerns about our handling of your personal information, you may contact:

The Office of the Privacy Commissioner
PO Box 10-094,
The Terrace,
Wellington 6143,
phone 0800 803 909
<http://privacy.org.nz/>

P. COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, some parts of this website may become inaccessible or not function properly.

Q. GOOGLE ANALYTICS

We may use Google Analytics to help us to understand how you use our website and tools, which allows us to improve our website, and gain a better understanding of our audience demographics and how people interact with our website. This information is collected anonymously and does not identify any individual. If such information were to be combined with other information that would allow us to identify an individual, it would be treated as Personal information in accordance with this Privacy Policy.

Google Analytics may follow your progress through a website, collecting anonymous data on where you have come from, which pages you visit, and how long you spend on the site. Google then stores this data to create reports.

Google will track your IP address. This information may be transmitted to and stored by Google on servers in the United States. Google may use this information for the purpose of evaluating your use of the website, compiling reports on website activity for us, and providing other services relating to website activity and Internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. When you use our website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

The Google website contains further information about Analytics and a copy of Google's privacy policy.

R. LINKEDIN AND FACEBOOK

We may use LinkedIn and Facebook Analytics and tracking pixels to:

- (a) Understand what kinds of people are interacting with our LinkedIn or Facebook pages.
- (b) Target our LinkedIn and Facebook posts towards groups of people.
- (c) Understand the activity of people who visit our LinkedIn and Facebook pages and/or access our website through LinkedIn and Facebook.

S. UPDATE OF OUR PRIVACY POLICIES

We may update this Privacy Policy from time to time. Changes will take effect when they are updated on this page. Please check frequently for updates. If we make significant changes, we will notify you of the changes through our website or through others means, such as email. To the extent permitted under applicable law, by engaging with us after such notice, you consent to our updates to this policy.

If you do not agree to any change we make, you should immediately stop using our services and our website.

