

Privacy Policy

INTRODUCTION

CommUnity (we, us, our) complies with the New Zealand Privacy Act 2020 and any subsequent amendments (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

Akahu's privacy policy is to be read in conjunction with this policy.

CHANGES TO THIS POLICY

We may change this policy by uploading a revised policy onto our website. The change will apply from the date that we upload the revised policy.

This policy was last updated on 13th September 2021.

HOW DO WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information about you from:

- ▲ you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g. telephone call or email), or when you buy or use our services and products;
- ▲ third parties where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

HOW WE USE YOUR PERSONAL INFORMATION

We will use your personal information:

- ▲ to verify your identity;
- ▲ to provide services to you;
- ▲ to undertake credit checks of you (if necessary);
- ▲ to bill you and to collect money that you owe us, including authorising and processing credit card transactions;
- ▲ to respond to communications from you, including a complaint should it arise;
- ▲ to protect and/or enforce our legal rights and interests, including defending any claim; and
- ▲ for any other purpose authorised by you or the Act.

DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- ▲ A credit reference agency for the purpose of credit checking you;
- ▲ A personal identification company for the purpose of confirming identity and address;
- ▲ Other third parties (for anonymised statistical information);
- ▲ A person who can require us to supply your personal information (e.g. a regulatory authority);
- ▲ Any other person authorised by the Act or another law (e.g. a law enforcement agency); and
- ▲ Any other person authorised by you.

PROTECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

We will take reasonable steps to protect your personal information and to ensure your personal information may only be accessed by authorised persons. We transmit all your data securely using SSL encryption. All data is stored in a secure data centre.

We may collect information from you when you access and use our website, to help us better understand our website users and their browsing habits. This may include your IP address, browser type, operating system, referral URLs, device information, pages visited, links clicked, user interactions and search terms.

You are personally responsible for ensuring the security of your username, email address, password, profile information and bank details. We recommend you do not disclose your user registration details to any third parties. If you choose to share your personal information, including registration details, with a third party, you are responsible for any actions taken with this information and access.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at support@comm-unity.kiwi. Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

INTERNET USE

While we take 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 follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

[We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the 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 the website.]