

PRIVACY STATEMENT

INTRODUCTION

The Reno Guys Limited and Fervour Construction Limited (“we”, “us”, “our”) complies with the New Zealand Privacy Act 2020 (“Act”) when handling personal information. Personal information refers to information about an identifiable individual (“a natural person”).

The Reno Guys Limited and Fervour Construction values the protection of your privacy. We are committed to delivering a service that meets your needs while safeguarding your privacy.

This policy outlines how we collect, use, disclose, and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. For more information on the Act, visit www.privacy.org.nz.

TERMS EXPLAINED

- “Approved Purposes” refers to the use of personal information for purposes related to The Reno Guys Limited and Fervour Construction Limited.
- “Personal Information” means information about an identifiable individual.
- “we”, “us”, “our” refers to The Reno Guys Limited and Fervour Construction located at 2/67 Duke Street, Frankton, Hamilton

COLLECTION OF INFORMATION

We collect personal information from you when:

- You contact us directly or indirectly with an inquiry or in response to a communication from us, providing information about your preferences.
- You provide personal information to us, whether via our website or any related service, through registration or subscription, through contact (e.g., phone calls or emails), or when you use our services and products.
- Third parties provide information, with your authorisation or when it is publicly available. When possible, we will collect personal information directly from you.

ACCESS TO AND USE OF INFORMATION

What We Will Do

We, or parties acting on our behalf, may access, use, or disclose your personal information for Approved Purposes, including:

- Verifying your identity.
- Providing services and products to you.
- Responding to your inquiries.
- Marketing our services and products to you, including electronic contact (e.g., by text or email).
- Improving the services and products we provide to you.
- Conducting credit checks (if necessary).
- Billing and collecting money owed to us, including processing credit card transactions.
- Responding to your communications, including complaints.
- Conducting research and statistical analysis (anonymised).
- Protecting or enforcing our legal rights and interests, including defending claims.
- Any other purpose authorised by you or the Act.

What We Won't Do

Unless otherwise agreed, we will not:

- Send you communications unrelated to your relationship with us.
- Disclose your personal information to unnecessary third parties.
- Sell or rent your contact information to unrelated parties.

DISCLOSURE OF INFORMATION

We may disclose personal information to:

- Companies within our group.
- Businesses supporting our services and products, including IT system or data center providers.
- Credit reference agencies for credit checks.

- Third parties for anonymised statistical information.
- Authorities or law enforcement agencies as authorised by law.
- Other parties with your authorisation or under the Act.

NOTIFIABLE PRIVACY BREACHES

In the event of a privacy breach that could cause serious harm, we will notify both the affected individuals and the Privacy Commissioner as soon as practicable.

RIGHT TO ERASURE

You may request that we delete your personal information if it is no longer necessary for the purpose for which it was collected, or if you have withdrawn your consent, unless we are legally required to retain it.

PROTECTION OF INFORMATION

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

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You have the right to access and correct your personal information. Requests can be made by you or your authorised representatives. Before allowing access or corrections, we will need evidence that you are the individual related to the information.

For correction requests, if we find the correction reasonable and feasible, we will make the change. If not, we will take reasonable steps to note your request on the information.

If you wish to exercise these rights, please contact us at office@renoguys.co.nz. Provide proof of identity and details of your request.

We may charge reasonable costs for providing access to or correcting personal information.

RETENTION AND DELETION OF DATA

We will not retain your personal information longer than necessary for the purposes for which it was collected. Once it is no longer required, we will securely delete or anonymise it.

INTERNET USE

While we take reasonable steps to maintain secure internet connections, transmitting personal information online is at your own risk.

If you follow links on our website to other sites, please review their privacy policies before providing personal information.

COOKIES

We use cookies (alphanumeric identifiers) to monitor your use of our website. You can disable cookies in your browser settings, but this may affect website functionality.

CONTACTING US ABOUT YOUR PRIVACY

For assistance or further information regarding your privacy, please contact us at office@renoguys.co.nz.

POLICY CHANGES

This policy is current as of 01/10/2024. We may update it from time to time, with notice provided by posting the updated policy on our website. Continued use of our products and services following this notice will signify acceptance of the updated policy.