

PRIVACY POLICY

Interactive New Zealand Limited ("Interactive", "we", "us" or "our") respects and upholds your right to privacy protection under the Privacy Act 2020 ("Privacy Act") and the Information Privacy Principles ("IPPs") under that Act in respect of the collection, use, disclosure and handling of personal information from individuals. This Privacy Policy ("Policy") details the practices we have adopted to protect your privacy so that you can feel confident about how we manage the personal information you entrust to us.

When does this Policy apply?

This Policy applies if you are one of our clients, suppliers, vendors, partners, you use any of our services, or if you visit our website at www.interactive.com.au ("Site"). By providing personal information to us, you authorise us to collect, hold, use, disclose and otherwise process that information in accordance with, and for the purposes specified in, this Policy

When do we collect personal information?

Under the Act, "personal information" means information about an identified individual.

We collect personal information (including contact name, telephone number, address details, email addresses, identity details such as your photo or image, occupation, employer, education and qualifications etc) in a range of contexts including:

1. when entering into relationships with new clients;
2. when individuals apply for employment with us;
3. when we have requested information via our web site at www.interactive.com.au;
4. when visitors attend our facilities; and
5. when providing services to our clients.

You do not have to provide us with your personal information or you may choose to remain anonymous or use a pseudonym. However, we will not be able to provide you with the services or information you have requested or allow you entry to our facilities.

What do we do with personal information?

We will only use or disclose your personal information:

- for the purpose for which it was collected (or a purpose that is directly related to the purpose in connection with which the information was obtained);
- for any other purpose for which you have authorised; and
- otherwise where we are permitted or required to do so by law.

We may use personal information:

- to enable us to provide services to our clients;
- subject to your consent (express or implied), to communicate information about our services;

- for our internal administrative, planning, product development, marketing and research requirements;
- to manage safety and security at our facilities; and
- to consider the suitability of applicants for employment with us.

We may outsource some of our functions (including as part of the provision of services) to third parties, which may involve the disclosure of personal information to, or processing of personal information by, third parties. If we need to disclose your personal information to third parties outside of New Zealand we will comply with our obligations under the Privacy Act in relation to offshore disclosures of personal information including, if necessary, ensuring that those third parties are subject to privacy obligations that overall provide comparable safeguards to those in the Privacy Act.

At any time you may opt-out of receiving any communications from us (other than as required for the operation of our business e.g. regarding payment of accounts) by either clicking on the unsubscribe button in email communications or contacting us on the contact details included in this Policy.

How do we use "cookies" and "log files"?

We log IP addresses (i.e., the electronic addresses of computers connected to the Internet) for controlling SPAM and preventing malicious attacks on our Site.

We use this information to track behaviours over the internet and for remarketing to advertise online. Third-party vendors, including Google, show our ads on sites across the internet and use cookies to serve ads based on past visits to our website. Visitors to the website can opt out of Google's use of cookies by visiting Google's Ads Settings <http://www.google.com/settings/ads> or by visiting the Network Advertising Initiative opt out page http://www.networkadvertising.org/managing/opt_out.asp.

What do we do to safeguard personal information?

Your personal information will be collected and held by:

Interactive New Zealand Limited , C/- Southertons Chartered Accountants, Level 1, 10 Heather Street, Parnell, Auckland, 1052, New Zealand.

We take all reasonable steps to maintain the security of the personal information we collect and hold most of which is in electronic records. We use a variety of secure techniques to protect your information, including secure servers, encryption, and firewalls.

We will only keep your personal information while it is necessary for one of the purposes for which we have collected it or while otherwise required or permitted by law. Once we no longer need your personal information, we will destroy or permanently de-identify your personal information. We may use any de-identified information for marketing purposes, to improve products and services that we provide to our customers and for research purposes

Access and Correction

At your written request, we will provide you with access to your personal information.

There are certain circumstances permitted under the Act where we might not be able to fulfil your request. If we refuse your request, we will explain our decision in writing. If we don't allow you to access or correct your personal information, and you disagree with our decision, you can make a complaint following the process outlined at the end of this Policy.

Interactive may charge a fee to cover the costs associated with making the information available and/or correcting the information. If your personal details change, you may ask us to correct or update it. If we do not agree that your information needs correcting, we will explain our decision in writing.

To request access to or correction of your personal information, please contact us using the contact details included in this Policy.

Links

Our website may contain links to other sites operated by third parties. We make no representations or warranties as to the privacy practices of any third-party site and are not responsible for the privacy policies of other sites.

Future Changes to our Privacy Policy

We may change this Policy from time to time and will post an updated version of this Policy on our Site. Please check the Site regularly to see if there any been any changes. Any changes will take effect from the date the updated document is posted. This document represents our policy as at October 2024.

Contacting Us

If you have any questions about our Policy, or any complaint regarding the treatment of your information or wish to make an access or correction request, please telephone us on 0800 444 931 or write to us at:

Interactive New Zealand Pty Ltd
C/- Company Secretary
PO Box 5100
Garden City VIC 3207

Complaints Handling

We will investigate and respond to any privacy complaints we receive within a reasonable period. We may need to request more information from you and we may propose a resolution to your complaint.