

PRIVACY POLICY

1. Introduction

- 1.1. This Privacy Policy explains how Savvy Security Limited ("Savvy", "we", "us" or "our") collect, use, disclose, store and protect personal information in compliance with the Privacy Act 2020 (the "Act").
- 1.2. By using our services or interacting with us, your personal information will be collected, used and disclosed in accordance with this Privacy Policy and the Privacy Act 2020.
- 1.3. This policy should be read in conjunction with our Terms and Conditions www.savvysecurity.co.nz/terms-and-conditions.

2. What is personal information

- 2.1. Personal information means information about an identifiable individual. This includes information such as names, contact details, identification information, access credentials, images, video or audio recordings, incident reports, or any information from which a person can reasonably be identified.

3. How we collect personal information

- 3.1. We collect personal information when you (or an organization that you are associated with):
 - 3.1.1. engage us to provide our services;
 - 3.1.2. attend or access sites or premises where we provide a service;
 - 3.1.3. interact with our security personnel;
 - 3.1.4. are recorded by CCTV, alarm systems, access control systems, or other security technologies operated or monitored by us;
 - 3.1.5. contact us with an enquiry, request or complaint;
 - 3.1.6. when you visit our website (such as your IP address and device type), with some of this information being collected using cookies or similar tracking technology; or
 - 3.1.7. apply for employment or engagement as an employee or contractor.
- 3.2. In some circumstances, we may collect personal information from third parties where you have authorized this, or the information is publicly available.
- 3.3. Where practicable, we use signage or other notices to let people know when CCTV is in operation. We generally do not record audio using CCTV unless it is necessary and lawful.

4. Purpose of collection and use

- 4.1. We use and disclose personal information where reasonably necessary for our services, for related business purposes, and where required or permitted by law. The primary purpose of collecting your personal information is to provide you with our services and any related services you may request. In doing so, we may use the personal information we have collected from you for purposes related to our business, including:

- 4.1.1. to verify your identity;
 - 4.1.2. to provide services to you;
 - 4.1.3. to market our services to you, including contacting you electronically (electronic marketing communications will comply with the Unsolicited Electronic Messages Act 2007, and you may opt out at any time);
 - 4.1.4. to improve the services that we provide to you;
 - 4.1.5. to undertake credit checks where reasonably necessary and permitted by law;
 - 4.1.6. to bill you and to collect money that you owe us, including authorizing and processing credit card transactions;
 - 4.1.7. to respond to communications from you;
 - 4.1.8. to conduct research and statistical analysis (on an anonymized basis); and
 - 4.1.9. for any other purpose authorized by you or under the Act.
- 4.2. If you choose not to provide certain personal information, we may be unable to provide some or all of our services.

5. Disclosing your personal information

5.1. We may disclose your personal information to:

- 5.1.1. any business that supports our services, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products;
 - 5.1.2. a credit reporting agency only where a credit check is reasonably necessary for our services and permitted by law, and where any required consents have been obtained;
 - 5.1.3. a person who can require us to supply your personal information (e.g. a regulatory authority);
 - 5.1.4. venue owners or site managers who reasonably require the information for security purposes;
 - 5.1.5. our employees and contractors who require the information to perform their duties;
 - 5.1.6. service providers who support our IT, monitoring, storage, or administration systems;
 - 5.1.7. any other person authorized by the Act or another law (e.g. a law enforcement agency); and
 - 5.1.8. any other person authorized by you.
- 5.2. A business that supports our services and products may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand (for example, secure cloud-based monitoring or storage platforms).

6. Storage and security

- 6.1. We will take reasonable steps to keep your personal information safe from loss, unauthorized activity, or other misuse.
- 6.2. Personal information is retained only for as long as it is lawfully required or reasonably necessary for the purpose for which it was collected.

7. Access and correcting your personal information

- 7.1. 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.
- 7.2. 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.
- 7.3. In order to respond to your request, we may need to:
 - 7.3.1. verify your identity;
 - 7.3.2. verify that your request is genuine and legitimate;
 - 7.3.3. request such information as is reasonably necessary to enable us to assess and respond to your request.
- 7.4. If your request is complex, we will ask you to put it in writing. We will aim to respond to information requests without undue delay. We may charge you a reasonable fee for processing the request.

8. Links to other websites

8.1. Our website may contain links to third-party websites that are not controlled by us. We are not responsible for the privacy practices or content of those websites, and you should review their privacy policies separately.

9. Complaints

- 9.1. If you have concerns about how we have handled personal information, please contact us so we can attempt to resolve the issue.
- 9.2. You may also contact the Office of the Privacy Commissioner:

Website: www.privacy.org.nz
Phone: 0800 803 909

10. Updates to this Privacy Policy

- 10.1. We may update this Privacy Policy from time to time by uploading a revised policy onto our website.
- 10.2. The update will apply from the date that we upload the revised policy. You agree to be bound by the Privacy Policy that is in effect at the time you use our services.

11. Contact us

- 11.1. If you have any questions about this Privacy Policy or if you would like to request access to, or correction of, your personal information, you can get in touch by writing to us at info@savvysecurity.co.nz.