

# PRIVACY POLICY

## INTRODUCTION

Corex Limited trading as Corex and/or Corex Software, (we, us, our) complies with the New Zealand Privacy Act 2020 (the **Act**) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

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](http://www.privacy.org.nz).

This policy applies to personal information we collect from visitors to our website, our customers and any other people with whom we deal directly.

Users of our Corex SaaS service may collect personal information from individuals (e.g. their employees and customers) and upload, store or process that information to or in that service (**User Data**).

We only process User Data as authorised by our customers in our Corex Terms of Use ([click here](#)). Unless required otherwise under applicable law, if we receive any request or enquiry relating to User Data, we will forward this request to our relevant customer.

The remainder of this policy does not apply to User Data.

## CHANGES TO THIS POLICY

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

**This policy was last updated on 21 August 2020.**

## WHAT PERSONAL INFORMATION DO WE COLLECT

### *Directly from you*

We collect the following information directly from you.

- ▲ When you register for, or login to, an account on our website or related services, we collect your name, physical address, email address, user name, password, phone number, address, location and any other information we require or ask for to set you up with an account. We may collect some of this information using third party authentication services.
- ▲ When you fill in a contact or enquiry form on our website, call us, meet us in person or otherwise contact us, we collect your name, email address, phone number and any other information you choose to provide to us.

- ▲ When you sign up to our newsletter and other electronic alerts, we collect your name, email address, phone number, user preferences and any other information you provide to us when you ask to receive our newsletter or other alerts.
- ▲ When you purchase products or services from us, we collect your name, physical address, email address, phone number, credit card information, purchase history and any other information you submit to us for billing and order fulfilment purposes.
- ▲ We use a third party service provider to process credit card transactions. We do not have access to your credit card information. The name of this third party provider will generally be displayed when you are requested to enter your credit card information. You can see further information about how they process your credit card information in their privacy policy.

#### ***Automatically when you use our website***

- ▲ When you access and use our website or related services we may automatically collect information about your device and usage of our website, products and services, including your IP address, operating system, browser time, time spent on certain pages of the website, pages visited, links clicked, language preferences.
- ▲ Some of this data is collected through third party tools and/or the use of cookies, web beacons and similar storage technologies.

### **HOW WE USE YOUR PERSONAL INFORMATION**

We will use your personal information:

- ▲ to verify your identity
- ▲ to provide services and products to you
- ▲ to market our services and products to you, including contacting you electronically (e.g. by text or email or phone for this purpose)
- ▲ to improve the services and products that we provide 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
- ▲ to conduct research and statistical analysis (on an anonymised basis)
- ▲ to protect and/or enforce our legal rights and interests, including defending any claim
- ▲ for any other purpose authorised by you or the Act.

### **DISCLOSING YOUR PERSONAL INFORMATION**

We may disclose your personal information to:

- ▲ another company within our group

- ▲ any business that supports our services and products, 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
- ▲ a credit reference agency for the purpose of credit checking you
- ▲ 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)
- ▲ any other person authorised by you.

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.

## **PROTECTING YOUR PERSONAL INFORMATION**

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

## **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@corex.co.nz](mailto:support@corex.co.nz). 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.