



Master
Plumbers®
Representing Excellence

Bays Plumbing
Privacy Policy



Bays Plumbing complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information.

This policy sets out how we will collect, use, disclose, protect, and store your personal information, together with your rights of access to, and correction of, that 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

By using our website/services you permit us to collect, use, disclose and store your personal information, in accordance with this privacy policy.

WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM?

We collect personal information about you from:

- You, when you provide that personal information to us, including via our website and any related service, through any application to us, through payment to us, through any contact with us (eg, telephone call or email); and
- Third parties, where you have authorised this or the information is publicly available.

WHAT TYPE OF PERSONAL INFORMATION DO WE COLLECT

The personal information that we collect includes, but is not limited to:

- Full name, address, email address, phone numbers

Where possible, we will collect personal information from you directly, unless the information is publicly available.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We will not use or disclose your personal information except in accordance with this privacy policy and the Act. We may use your personal information:

- to provide services and products to you
- to bill you and to collect money that you owe us.
- to respond to communications from you
- for any other purpose authorised by you or the Act.

DISCLOSING YOUR PERSONAL INFORMATION

We do not lend, sell, rent, or exchange personal information with any third party. We may disclose your personal information to:

- employees or sub-contractors
- 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
- a person or agency who can require us to supply your personal information (eg, a regulatory authority/insurance)
- any other person authorised by the Act or another law (eg, a law enforcement agency)
- any other person or agency authorised by you.

PROTECTING AND STORING YOUR PERSONAL INFORMATION

We will use reasonable commercial endeavours to ensure that all personal information is securely protected against loss, unauthorised access and other misuse. This includes having secure passwords for software and Multi-Factor Authentication (where available). However, we accept no responsibility for any loss, misuse, unauthorised access to or disclosure, alteration or destruction of personal information which you submit to us.

We may retain all personal information that we collect for as long as necessary to carry out the purpose(s) for which the information was collected (including for the purpose of providing services to you), or as otherwise required by law.

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. You also have the right to request a correction to your personal information, to ensure it is accurate, up to date, complete, and not misleading. Before you exercise these rights, 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 correct the information we hold on you, we will make the correction. If we do not make the correction, we will inform you and provide reasons for declining your correction request. If we decline your correction request, you have the right to request that we attach a statement of correction to the personal information at issue.

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

If you want to request access to or correction of your personal information, please email our Privacy Officer on the details set out below. Your email should provide evidence of who you are and set out the details of your request (eg, the personal information required, or the correction sought).

PRIVACY OFFICER

In accordance with the requirements of the Act, we have appointed a Privacy Officer to:

- encourage and ensure our compliance with the principles of the Act;
- deal with requests made to us for access to and / or correction of personal information; and
- work with the Privacy Commissioner on any investigation into our privacy practices.

Any privacy related enquiries, complaints, or requests should be communicated to our Privacy Officer. The Privacy Officer can be contacted on:

Email: info@baysplumbing.co.nz

Phone: 09 570 5721

Any complaints will be investigated and responded to as soon as practicable, and in accordance with the time frames set out in the Act.

You may also contact the Office of the Privacy Commissioner if you are unsatisfied with how we have handled your personal information, or to make a complaint.

The Office of the Privacy Commissioner can be contacted on the details available here: [Office of the Privacy Commissioner | Contact us](#)

MANDATORY REPORTING OF NOTIFIABLE PRIVACY BREACHES

If your personal information is involved in a privacy breach which we reasonably believe is notifiable or must be reported in accordance with the Act ("Notifiable Privacy Breach"), we will inform the affected individual/s and report the Notifiable Privacy Breach to the New Zealand Office of the Privacy Commissioner.

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.

COOKIES AND OTHER ANALYTICS

We do not use remarketing via cookies and pixels to advertise online. Third-party vendors, including Google, use cookies to serve ads based on your past visits to our website.

You may be able to disable cookies by configuring your browser settings, or by visiting the Network Advertising Initiative's opt-out page. However, this may affect your use of websites.

CHANGES TO THIS POLICY

We may replace or change this policy at any time.