



Filtration Solutions Ltd

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PRIVACY POLICY

This Privacy Policy describes how Filtration Solutions Limited (Company No. 7272556) of Unit 1, 93 Barrack Road, Mt Wellington, Auckland, New Zealand collect, use and dispose of the personal information of our customers.

Our Privacy Policy identifies how we handle personal information in accordance with the Privacy Act 1993. Please read it prior to submitting any information.

INTRODUCTION

Like any decent website, we collect personal information from you when we are looking to provide filtration solutions for you. This information is used primarily to provide a means to communicate with you and reply to your enquiry.

It can also allow us to make your transactions as easy and enjoyable as possible and to maintain a superior level of service to our customers. We understand how important it is to protect the personal information of our customers.

We take care to comply with the New Zealand Privacy Principles contained in the Privacy Act and provide you with a level of comfort that the information you provide to us will be managed in accordance with law.

We respect your information and the trust our customers have in us, so please rest assured any individual information collected during the course of our dealings are treated with the utmost respect and confidentiality.

PURPOSE OF THIS POLICY

This policy outlines:

- what personal information we collect and how it is collected during the course of running our business;
- what we do with any personal information received; and,
- how we ensure that this information is treated in accordance with the requirements of the Privacy Act 1993.

If you have any concerns about the manner in which your personal information has been collected, used or disclosed by us, we have put in place a way for you to contact us so that we can attempt to resolve the issue.

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INFORMATION COLLECTED

At all times there is no obligation for our customers to provide us with personal information - unless it is a necessary requirement to fulfil an order or to provide another customer service function.

Wherever possible, we will give you the option of interacting anonymously with us, provided that it is practicable and lawful to do so. We will always use fair and lawful means of collecting personal information and in most circumstances the personal information that we collect will be supplied directly by you.

Some of the information we ask you to provide is identified as mandatory and some may well be voluntary. If you do not provide the mandatory data with respect to a particular activity or any other information we require in order for us to provide our services to you, we may be unable to effectively provide our services to you or you may not be able to engage in that activity.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We may collect information from you which reasonably identifies you as an individual or authorised company representative, including your purchase history, name, email address, phone number, and physical or billing address, customer delivery address, mailing address, credit card details, and from time to time other information such as your feedback and opinions from surveys and questionnaires.

HOW DO WE COLLECT AND STORE YOUR PERSONAL INFORMATION?

We may collect your personal information when you provide details through our website, by phone, email or in person, or when you complete our Contact Us forms. Information may be collected when placing an order with our customer service department; or, from our website.

For payments, we will provide you with our bank account details in the first instance.

Your personal information will be securely stored by us, including in our data centre located in New Zealand and by any selected third party providers located in New Zealand.

WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

We may collect your personal information to:

1. process transactions (invoicing of any sales, service, cleaning and consulting)
2. answer your questions, resolve your complaints and conduct any investigations
3. market and sell our products and services and promote Filtration Solutions Limited
4. comply with any legal requirements

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5. conduct research to better understand and serve our customers and for statistical purposes
6. communicate with you and identify you
7. prevent fraud, including services to protect your information

If we want to use your personal information for other reasons, we will contact you and ask you for your consent.

WHEN DO WE DISCLOSE YOUR PERSONAL INFORMATION?

We may disclose your personal information to people and organizations:

1. that provide us with services to promote our products and services;
2. that carry out, or help us to carry out, our business activities including our agents, contractors and external advisors;
3. that maintain our information technology; and
4. to whom we are authorised or required by law to do so.

Your personal information may also be disclosed by us to other people and organizations that you have consented to.

USE OF INFORMATION COLLECTED

All information Filtration Solutions Limited collects through the course of normal business dealings remains confidential.

Filtration Solutions Limited does not disclose personal information to any other organizations - unless the owner of that information has given their consent. We only use the information for processing orders our own marketing purposes - which may include:

- fulfilment of orders;
- statistical analysis of customer shopping habits, interests, and preferences (to assist in improving our range of products and services);
- analysis of relevance of our special offers and promotions and sending information about these promotions and products including sending information by email providing the customers consent has been given for this service and;
- conducting other activities such as promotions which involve the awarding of prizes.

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DIRECT MARKETING

You can subscribe to promotional and marketing communications when registering on our website. The box to subscribe for email, SMS and direct mail communications will be pre-ticked. If you do not wish to receive these communications please remember to un-check the relevant boxes.

By subscribing to our email, direct mail or text communications, or otherwise providing us with your email address, physical address or mobile number, you consent to receiving emails, mail and/or texts (as the case may be) that promote and market our products and services.

You can unsubscribe from our communications at any time by clicking the “Unsubscribe” link in any promotional or marketing email received from us or emailing us.

If you have unsubscribed from our communications, we will remove you from the corresponding marketing list as soon as is reasonably practicable.

We may elect to use email open and click tracking including cookies, a single pixel image for tracking and link redirects for tracking clicks, for us to get a better understanding of which email communications are of most interest to you so we can provide you with a better experience by sending relevant and interesting email communications.

REMARKETING WITH GOOGLE ANALYTICS AND OTHERS

We may use remarketing through Google Analytics and other third party providers to advertise online by delivering ad content to you that is specifically targeted to your interests based on your visits to our website. Third-party vendors show our ads on sites across the Internet. Please see the Cookies section below for further information.

COOKIES

The Filtration Solutions Limited website may use “Cookies”, which are small amounts of information stored on the user’s computer by our website server.

These “Cookies” identify the user’s browser but they do not identify the user personally and no sensitive information is stored within the Pumpkin Patch website “Cookies”. While “Cookies” can be disabled by the user by going to the preferences or options menu in their browser, we recommend that you don’t disable “Cookies” to allow for a better and faster experience Filtration Solutions Limited website.

We do not encourage (and in fact advise against) sending any sensitive information by email, as information sent by email is not encrypted and therefore not a secure mode of transmission.

The Filtration Solutions Limited website is accessible to people of all ages, however, we are mindful that some customers who register as members may be under the age of 18.

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SECURITY OF INFORMATION COLLECTED

Filtration Solutions Limited takes all reasonable precautions to ensure that any personal information received is kept confidential. For sending information and for delivery of orders placed through our customer service centre or via our websites, it is necessary to disclose some personal information to third parties such as delivery contractors.

Filtration Solutions Limited takes reasonable steps, however, to ensure our suppliers and contractors only use the information provided to them for the relevant purpose and ensures that all contracts with third parties include a clause that any personal information is only to be used for the intended purpose.

No personal information will be disclosed to any other third party without your consent.

CONSENT

Customers who do not wish to have their personal information used for marketing by Filtration Solutions Limited are most welcome to indicate their desire at the time of purchase, in correspondence, at interview or any other point of contact with a senior representative of our company.

ACCESS TO PERSONAL INFORMATION

Filtration Solutions Limited takes responsible steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. Any personal information provided may be corrected or brought up-to-date at any time subject to the requirements below.

Customers may request details of their personal information held by Filtration Solutions Limited by sending a signed written request to us. (To verify that the personal information requested belongs to the customer it is necessary that the request be in writing and signed).

Filtration Solutions Limited will endeavour to respond within fourteen (14) days provided the information requested meets the requirements under the Privacy Act, and we can verify the individual. If, in the unlikely instance, the request does not meet the requirements the customer will be advised of the reasons.

For privacy and accuracy reasons Filtration Solutions Limited relies on the customer to provide any changes or updates to individual information.

INFORMATION SECURITY

Any personal information held on the Filtration Solutions Limited computer network has stringent security measures to protect it from misuse and loss and from unauthorised third party access,

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modification or disclosure and there are levels of security in place to ensure information of a sensitive nature is only accessible by authorised staff members.

Filtration Solutions Limited takes reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

CHANGES TO POLICY

With continuous improvement in mind, we politely advise that our Terms and Conditions and Privacy Policy can change at ANY time without notice.

It may be necessary for us to make alterations to this policy from time to time to address any changes in legislation and to continue to responsibly manage and protect personal information. All personal information held by us will be treated in accordance with our most recently updated Privacy Policy.

FEEDBACK

We welcome feedback on this policy - or on any matters relating to Filtration Solutions Limited.

If you have any comments, suggestions, or questions, please contact Chris Redshaw on 0211637181 or by sending an email to chris@filtrationsolutions.co.nz

Alternatively, by completing the "Contact Us" form on our website www.filtrationsolutions.co.nz

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