

FILTRATION SOLUTIONS LTD NZ - PRIVACY POLICY

We want to make your shopping experience satisfying, convenient, and pleasurable and want to reinforce the fact that we take your privacy seriously.

FSL recognises the importance of safeguarding your personal information.

This Privacy Policy outlines how Filtration Solutions Limited (“Filtration Solutions Limited NZ” or “FSL” or “us” or “our” or “we”) will collect, store, use and disclose any personal information provided to us in respect of our products and services including use of the FSL website and other associated services.

By providing us with your personal information you provide unconditional consent to us collecting, storing, using and disclosing your personal information in the manner set out in this Privacy Policy.

FSL are bound by, and comply with, the Privacy Act 2020 (the “Privacy Act”). This Privacy Policy must be read in conjunction with our website terms and conditions.

COLLECTION OF INFORMATION

The types of information we collect may include but not be limited to:

Information you give us when you register for our products or services or to receive communications from us or otherwise interact with us including: name, email address and other contact details, identity information and any other personal information or items provided via our website.

Information we receive from another person or organisation linked to your FSL account as part of any registration process or during use or maintenance of your FSL account.

Information, including verification information, about you or your company will enable us to supply a product or service to you.

You may decide not to provide your personal information to us. However, if you do not provide it we may not be able to provide you with full access to our products, services and website.

USE & DISCLOSURE OF INFORMATION

The information we collect will be retained by us for our business purposes including but not limited to:

- verifying your identity
- communicating with you
- providing our products and services and information about our products and services to you including but not limited to account administration and technical support
- providing you with further information about us or other goods or services offered by us
- providing you with news, reports or information that we consider may be of interest to you

- marketing, promotional and publicity purposes (including direct marketing), market research and surveys
- analysing use of our website and associated services
- reporting in aggregate form (with identifiable characteristics removed so that you will remain anonymous)
- monitoring the effectiveness of email campaigns
- improving the content of our website and other products and services.

We may use or disclose personal information that you have provided to us, or which we have obtained about you:

- if we have given you notification of the intended use or disclosure and you have not objected to that use or disclosure
- to comply with a legitimate request by a law enforcement or government agency pursuant to a statutory or regulatory requirement or as part of court proceedings or to protect our rights; and
- if we are authorised, required or permitted by law to use or disclose the information.
- Your personal information will be made available internally at Filtration Solutions Limited for the above purposes and may be accessed by selected staff (such as customer service managers or senior representatives).

If you apply for a credit account with us, we may disclose your contact information to companies only for the purpose of customer due diligence for credit checking requirements. Normally we have your permission to gain financial credibility.

FSL do NOT

- use automated technologies which track visits to and use of our website.
- collect information about an individual including information about a customer's device or computer.
- collect information on IP addresses, domain names, device types, operating systems, browser information, device screen size and geographic location
- collect information about use of our products and services via our website including date and time of use, payment cards registered, transaction data and expense information.
- Accept any information (including personal information) of other individuals or third parties.
- Disclose your information to other third party service providers.
- Use services hosted by third parties for analytics tool used to understand how our customers use our website and associated products and services.

FSL may use cookies and similar technologies: information we obtain from cookies in the administration of our website and to improve the usability of our website. You may be able to configure your browser to notify you when you are offered a cookie and decide whether or not to accept it. However this may have a negative impact on use of our website.

STORAGE & SECURITY

Information collected in relation to purchase our products and services on the FSL website is stored by Paymark Limited trading as Worldline NZ. Your information protection is very important to FSL but we cannot guarantee the security of factors beyond FSL control such as vulnerabilities that may be identified in Internet protocols.

Customers can be assured that as an entity that handles cardholder data Worldline NZ operate in accordance with strict requirements for protecting your cardholder data set out in the Payment Card Industry Data Security Standard ("PCI DSS"). Evidence of Worldline NZ PCI DSS compliance is available on request.

RIGHT TO ACCESS

Under the Privacy Act you are entitled to certain rights of access to your personal information held by us. You are also entitled to have any incorrect information corrected by us.

You may request access to, or correction of, any personal information we hold about you by sending an email to chris@filtrationsolutions.co.nz
Chris Redshaw is the Managing Director of Filtration Solutions Limited, located at 32 Jellicoe Road, Panmure, Auckland, 1072, New Zealand.

To ensure that the personal information we hold about you is accurate and current, please notify us of any changes to your personal information as soon as possible.

EXTERNAL WEBSITES

The FSL website may contain links to other third party website sources. Some of these links may request or record information from users or use cookies or other methods to collect information from you.

We have no control over, and we are not responsible for, the content or privacy policy practices of such websites and/or the reliability of the information published on those websites, and encourage our users to review the privacy policies of such sites before engaging in any activity with them.

COMMUNICATIONS

By registering to purchase our products and services or to receive communications from us, you agree that we can contact you by email and we may send you commercial electronic messages for the purposes of:

- providing our products and services and information about our products and services to you including but not limited to account administration and technical support
- providing you with further information about us or other goods or services offered by us
- providing you with news, reports or information that we consider may be of interest to you
- marketing, promotional and publicity purposes (including direct marketing), market research and surveys.

You will have the option to unsubscribe from any contact list that is not essential to provision of our products and services at any time using the “unsubscribe” link that appears in the email you receive from us.

Official communication from us will be sent from the domain
@filtrationsolutions.co.nz

If you receive any other communication from a different domain this should be treated as spam and we take no responsibility for any such communication. We sometimes uses third party tools to send out emails.

We seek to follow best practice where possible and make every effort to reduce the risk associated with email communications. Due to the nature of email protocols, we are not able to guarantee the security of senders, receivers or email messages themselves.

If you receive anything from @filtrationsolutions.co.nz that looks suspicious in any way, please notify us via chris@filtrationsolutions.co.nz

We will NEVER ask you for your password or payment card information via email.

CHANGES TO THIS POLICY

We reserve the right, at our discretion, to make changes to this Privacy Policy at any time. Changes to this Privacy Policy will take effect immediately once they are published on this website.

Please check this Privacy Policy regularly for modifications and updates. If you continue to use our products, services and website, apps or associated services or if you provide any personal information after we post changes to this Privacy Policy, this will indicate your acceptance of any such changes.

BUSINESS TRANSITIONS

In the event of a change in ownership of all or a portion of Filtration Solutions Limited trading as Filtration Solutions Limited NZ, our products or services or the website, your personal information may be transferred to the new owner so that the website and/or product or service can continue operations. In this event, your information would remain subject to this Privacy Policy.

CONTACT

The information we received from you is used to process your orders and to provide you with a more personalised shopping experience.

Your essential contact details may be provided to a reputable carrier (eg; DHL, NZ Courier Post) for parcel delivery and tracking purposes.

We do not store any credit card details on the internet order system processor and they are not saved once the order is processed.

The credit card details (including the name on the card, expiry date, and a masked version of the credit card digits are held by the payment gateway (Click, by Worldline) <https://www.paymark.co.nz>

If you have any questions about our Privacy Policy please feel free to contact us: chris@filtrationsolutions.co.nz on behalf of Filtration Solutions Limited.

WARRANTIES

Most products have designated WARRANTY TERMS that are covered by the manufacturer's guarantees.

If you need any added information we are happy to send this or upload as required.

FSL accept no responsibility or liability for the misuse of products.

Please take the time to read the specific disclaimers on our various products pages. Where replacement goods are supplied, the warranty is limited to the term of the original purchase.

Warranty applies only to the original purchaser and is not transferable.

Products must be purchased from an authorised dealer and used in the country of purchase to be eligible.

Please send or take your product to any one of the authorised Service Centres. It is strongly recommended that all service and repair work is carried out by an authorised Service Centre.

Non-authorised repairs will void warranty and may affect the future performance of the machine, in addition to creating safety risks.

Only authorised Service Centres are able to assess and carry out warranty related repairs.

Warranty does not cover products which are damaged as a result of any of the following:

- Unsuitable or abnormal usage
- Incorrect commissioning or fitting, removal or modification of any safety devices
- Repairs which are performed by unqualified or unauthorised persons, or do not involve genuine WAGNER parts
- Normal wear and tear
- Damaged in transport
- Faulty maintenance work, negligent handling, servicing or cleaning
- Unsuitable coating materials

To claim the warranty (Australia and New Zealand only) you should send or take your product (at your cost), with proof of purchase to one of the Authorised WAGNER Service Centres. If found to be a warrantable claim, WAGNER, through its Authorised Service Agents will either repair or replace the product at its discretion free of charge and advise you when your replacement or repaired product is available for pick up by you.

Under this express Warranty Policy WAGNER is not liable for any loss or damage however arising as a result of the fault or defect in the products.

This express Warranty is subject to the purchaser providing satisfactory proof of purchase within Australia or New Zealand of the product to WAGNER or its Authorised Service Centres.

WAGNER reserves the right to perform any repairs in excess of those stated in our operating instructions.

Please note: This Warranty Policy and Procedure supersedes all other warranty policies, procedures and documentation for products sold within Australia and New Zealand.

ENQUIRIES & FEEDBACK

For any comments or concerns regarding this website, please refer directly to Chris Redshaw (Managing Director of Filtration Solutions Ltd) by calling him on 0211637181 or by email chris@filtrationsolutions.co.nz

Feedback can also be placed by using the “Contact Us” form on the website.

The use of this website and these Terms and Conditions shall be governed by the laws of New Zealand. FSL reserves the right to vary these Terms and Conditions at any time.

The name “Filtration Solutions Limited” will appear on card statements for any transactions made through this website.

Before you buy

Before giving a person, store or website personal information about you, make sure you know what they want the information for and how they will use it.

Do your research before you buy online. Read the terms and conditions. If you have any questions about how your data will be used or shared, contact the business before you buy.

Also check if the business has secure online payments. Look for https:// in the URL — ‘s’ stands for secure — and the padlock symbol. Or use a trusted payment system like PayPal.

What businesses need to tell customers (external link) — business.govt.nz

INFORMATION COLLECTED ABOUT YOU

Cookies

When you browse online (even if you don't buy anything), FSL can use cookies to collect personal information without you knowing. Your privacy settings on the internet can be set to choose which cookies are stored. You can do an online search to find out how to do this on your specific browser. You may also be able to opt out on the website.

Learn about Google's cookie settings (external link) — [CLICK HERE](#)

Privacy policies

FSL have published a privacy policy on the website. It is important to read any policies carefully. They will help you understand how your information will be used.

What information will be collected?

Business or Personal name, email, delivery address and contact details.

We do not store sensitive details like credit card numbers.

How will your information will be used?

To complete your purchase

To keep you informed of new products

To inform you of critical changes to our T&C's or policies.

The information will only be stored as long as the online account is active

Any information can be requested, at any time. (You will need to verify your identity)

Any information can be amended, corrected or deleted by FSL

You can delete your online account.

How they will protect your information.

FSL will NOT share your information or sell personal data to third-parties or businesses overseas.

You can contact FSL if you have a privacy question or complaint.

Your rights

FSL will only collect information we need for business purposes, eg name and contact details, delivery address.

How?

Collecting the details you input on our E-Commerce platform, to enable a purchase and for correct shipping.

When?

At every purchase

At every use of the "Contact Us" form

Why?

To ensure we have accurate delivery information

For administration purposes such as returns, warranty, delivery or damage claims

To verify your account is only accessed by yourself

For any additional information that may be required

Your account will be unable to be used if you don't give your personal information

Keep your personal information safe

We only use your information if we are reasonably sure it is accurate and up-to-date

We will only use your information for the purpose for which we collected it

We will let you see your information and correct any mistakes.

FSL will NOT

Ask for more information than we need

Let personal information be leaked, hacked or found in any other way

Keep information longer than we need it — or are legally required to keep it

Pass your details on to another business or organisation without your permission

Collect information by illegal, unfair or unreasonably intrusive means

Collect information about you from someone else unless you've authorised them to

Spam customers — sending unwanted emails, text messages or instant messages.

If you do opt in to our mailing list you will be given links and opportunity to opt-out each time.

Your privacy rights (external link) — [Privacy Commissioner](#)

Your rights and things you can do

- Ask to see the information a business has about you. If it's wrong, it's your right to get it corrected.
- You can ask for your details to be deleted.
- FSL will respond to your request for information within 20 working days. FSL may, in limited circumstances, extend the 20 working day timeframe. In this case FSL will tell you why and when we will give you the information. FSL can withhold information about you in limited circumstances, but will tell you why.
- If you think your personal information has been used without your permission, you can talk to FSL about why you think we misused your information. Ask to speak to Chris Redshaw (Managing Director).
- If you can't resolve the problem with FSL, you can make a complaint to The Privacy Commissioner.
- You may make an urgent request, but you must explain why your request is urgent. If FSL refuse the request for urgency, we will give reasons why.
- FSL may transfer your request for information if we aren't the right place to help you. If we do this, we will inform you within 10 working days.

You can also get support at any point from:

- Citizens Advice Bureau (CAB) — a free, independent service, run by volunteers. CAB can advise you on your consumer rights and obligations, in person, by phone, or online.
- Community Law Centre — offers free one-on-one legal advice to people with limited finances. The organisation has 24 community law centres throughout the country. You can find legal information and other resources on its website.