

# Privacy Statement

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This statement explains how and when Pro Clima NZ Limited ('we', 'our', 'Pro Clima') collects personal information, what we do with it, and your right to see or change it.

All information collected through or in connection with this Site is controlled, stored and held by Pro Clima or its web service provider(s) in accordance with the Privacy Act 2020.

As well as our **Terms of Use**, this Privacy Statement governs your access to and use of the proclima.co.nz (the 'Site'). You should ensure that you read our Terms of Use in conjunction with our Privacy Statement.

## Purpose

The purpose of this Privacy Statement is to let users of the Site know when we collect personal information and what we do with it.

We do not use, share, sell or transfer personal information in connection with the Site except as set out in this statement, or as otherwise set out on the Site (including in terms linking to the Site).

## Personal Information

We may collect personal information when you:

- access our site
- request documents through our Site
- subscribe to our newsletter
- register for an event
- make an enquiry or enter into correspondence or discussions with us
- order products or services from us
- submit a scholarship application

Any personal information will be collected directly from you.

Personal information may include, but is not limited to, your:

- name
- email address
- phone number
- organisation
- industry/occupation
- location

You do not have to provide us with the information we request, however, it may affect the goods and services we can provide to you or your use of the Site.

We may collect your personal information in order to:

- verify your identity
- provide products and services to you

- market our products and services to you, including contacting you electronically via our direct marketing channels
- improve the services that we provide to you
- bill you and to collect money that you owe us, including authorising and processing credit card transactions
- respond to communications from you, including a complaint
- protect and/or enforce our legal rights and interests, including defending any claim
- fulfill any other purpose authorised by you or legislation

Besides our staff, we may share this information with:

- 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 our Site or other services and products
- any business that supports our services and products for the purpose of authorising and processing credit card transactions
- a person who can require us to supply your personal information (e.g. a regulatory authority)
- any other person authorised by the Privacy Act or another law (e.g. a law enforcement agency)
- any other person authorised by you

### **Access to Personal Information**

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you would like to ask for a copy of your information, or to have it corrected, please contact us at [welcome@proclima.co.nz](mailto:welcome@proclima.co.nz)

### **Direct Marketing**

Pro Clima takes care to ensure that it adheres to the provisions of the Unsolicited Electronic Messages Act 2007 and will only collect and use information from you on this Site in accordance with the Act and the Privacy Act 2020.

### **Use of Cookies**

This Site uses cookies to assist with improving your web browsing experience. A cookie is a text file which carries small pieces of data sent by a web server. This cookie is then stored by your browser so that the next time the page is referenced, the cookie is returned to the server. The purpose is to tell a web server that you have returned to a specific page.

We use cookies for record-keeping purposes and to enhance functionality on our Site. You may deactivate or restrict the transmission of cookies by changing the settings of your web browser. Cookies that are already stored may be deleted at any time.

## **Non-Personal Information**

Our Site records standard information such as time, date and URL of request (the web page you arrived from) via our web servers. This information is recorded by all web servers and is used to improve the functionality, structure and performance of our Site.

When you use the Site our server logs certain details provided by your browser this may include, but is not limited to, the following information:

- date and time of your visit
- duration of your visit
- parts of the Site you visited
- your anonymous IP address
- information from your device accessing the Site (device type, operating system, screen resolution, language, country you are located in, and web browser type)
- the domain name of the referring Site (e.g. the previous Site that you visited)

We analyse this non-personal information for certain trends and statistics, such as which parts of the Site users are visiting, which features or services are most popular and to measure the effectiveness of advertising. We process this usage data in Matomo Analytics for statistical purposes, to improve our Site. We do not disclose information about individuals except for the reasons set out above.

## **Disclosure of Information to Third Parties**

Our Site may contain links to third party websites that are not operated or controlled by us. Please note that Pro Clima is not responsible for the privacy or security practices of those third party websites and the sites are not covered by this Privacy Statement. Third party websites should have their own privacy and security statements and we encourage you to read them.

## **Changes to our Statement**

We may, at our discretion, update or revise this Privacy Statement from time to time. Any changes will take effect immediately once they are posted here, so we encourage you to periodically review this page for the latest information on privacy practices at Pro Clima.

If you have any questions about our Privacy Statement or any other matter, please email: [welcome@proclima.co.nz](mailto:welcome@proclima.co.nz)