



Privacy Policy

New Zealand Hops Limited Privacy Policy

New Zealand Hops Limited (NZ Hops) (“our, we or us”) is committed to protecting your personal information. We have created this Privacy Policy to help you understand how we collect, use and protect your information when you visit our web sites and use our products and services.

If you want to talk to us about this policy or any concerns or queries you have about the use of your personal information, please email us at nzhops@nzhops.co.nz

This policy is provided for your information and doesn't limit or exclude your rights under the Privacy Act 1993.

1. What information does NZ Hops collect?

We collect information relating to you that you have provided to us (for example, on an application or registration form, when you enter a competition or promotion sponsored by us or through the way you use our products and services) or that we may have obtained from another source (such as our suppliers or from marketing organisations and credit agencies). Where possible, we will collect the information directly from you.

This information may include, your name, address, telephone numbers, information on how you use our products and services (and information on you and the browsing and viewing activity that happens while you use internet services (including the internet sites and pages visited, your Internet Protocol (IP) address and the dates and times you or anyone using your internet services logs on and off. This information may be held by us while you are using our services and for a period of time afterwards, but only for so long as we are legally entitled to use the information in accordance with this Privacy Policy.

2. How does NZ Hops use your information?

The information that we collect from you may be used by us for a number of purposes connected with our business such as:

- 2.1 processing and evidencing your orders or applications;
- 2.2 carrying out credit checking and scoring (unless we have agreed otherwise);
- 2.3 providing you with products and/or services you have requested or administering your account;
- 2.4 billing you (unless you pay by another agreed method) and collecting any debt owed to us by you;
- 2.5 settling accounts with those who provide related services to us;
- 2.6 dealing with your requests, enquiries or complaints and other customer care related activities;
- 2.7 carrying out market and product analysis, and improvements to our products and services;
- 2.8 contacting you about our companies' products and services and the products and services of carefully selected third parties which we think may be of interest to you (unless you ask us in writing not to). Where such contact is via electronic means, you agree that the electronic marketing messages we and our selected third parties send don't need to include an unsubscribe facility;
- 2.9 registering your details and allocating or offering you rewards, discounts or other benefits and fulfilling any requests or requirements you may have in respect of our companies' sales schemes;
- 2.10 carrying out any activity in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution;
- 2.11 carrying out activities connected with the running of our business such as personnel training, quality control, digital marketing,

testing and maintenance of computer and other systems and in connection with the transfer of any part of our business in respect of which you are a customer or a potential customer;

2.12 generally customising your experience on our sites;

2.13 for general administrative and business purposes.

3. Sharing your information

There may be times when we need to disclose your personal information to third parties (some of which may be based outside of New Zealand). If we do this, we will only disclose your information to:

3.1 our company who may use and disclose your information for the same purposes as us;

3.2 those who provide to us or our companies' products or services that support the services that we provide, such as our suppliers;

3.4 credit reference agencies (unless we have agreed otherwise), who may share your information with other organisations and who may keep a record of the searches we make against your name;

3.5 debt collection agencies or companies, in order to collect any money owing by you in respect of an unpaid bill;

3.9 anyone who assists us in protecting the operation of the NZ Hops networks and systems, including the use of monitoring and detection in order to identify potential threats, such as hacking and virus dissemination and other security vulnerabilities;

3.10 anyone who hosts or maintains data centres, service platforms and other infrastructure and systems on behalf of us and our company, where your information is processed;

3.11 persons to whom we may be required to pass your information by reason of legal, governmental or regulatory authority including law enforcement agencies and emergency services;

3.13 aggregated user statistics and other information that does not personally identify you.

3.14 any person or organisation as authorised by the Privacy Act 1993 including with your prior authorisation which we will usually obtain at the time of collecting the information from you.

Some of our web services, reports and other digital content are available to you free of charge. If you use one of these free services to request, download or access our information, you may be required to register your details.

4. Using Products and services outside New Zealand

If you wish to use our products or services outside New Zealand, your information may be transferred outside New Zealand to that country. Our websites and systems may also be based on servers located outside of New Zealand. Please note that the data protection and other laws of countries outside New Zealand may not be as comprehensive as the laws of this country.

5. Protecting your personal information

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorised access, modification or disclosure.

6. Accessing and updating your personal information

You have the right to access personal information about you if we hold that personal information in a way that it can be readily retrieved, subject to some exceptions provided at law.

You may request access to the personal information we hold about you by sending an email to nzhops@nzhops.co.nz or by phone on +64 3 544 8989. Please quote your name and address. We would be grateful if you could also provide brief details of what information you want a copy (this helps us to more readily locate your data).

In some cases, there may be a charge associated with providing copies of your personal information to you. If so, we will advise you of this prior to sending your information to you.

We will not be able to provide you personal information if we do not know or don't have reasonable grounds to believe it is personal information about you or if disclosing the information would involve the unwarranted disclosure of the affairs of another individual.

You can request correction or amendment of the information held by us at any time and as often as necessary by sending us an e-mail to nzhops@nzhops.co.nz and specifying the information that you require changed. If it is reasonable in the circumstances for us to do so, we will make the requested change or correction, otherwise we'll take reasonable steps to mark that information as having been subject to a change or correction request.

For further information about New Zealand's Privacy Act 1993 and how it protects the personal information of individuals in New Zealand, see www.privacy.org.nz [1].

Some of our services are password-protected so that only you have access to your personal information. You should not reveal your password to other people and you should change it regularly. NZ Hops will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Also, if you are using the internet, remember to sign out of your NZ Hops account and close your browser window when you have finished. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place.

7. Internet use

We make every effort to maintain the security of our internet connections; however, for reasons outside of our control, security risks may still arise. Any personal information transmitted to us or from our online products or services will therefore be at your own risk, however we will use our best efforts to ensure that any such information remains secure. We cannot protect any information that you make available to the general public – for example, on social media or in comment sections on our site.

Please note that when you are accessing a non-NZ Hops website, you should always read their privacy policy or website terms and conditions – especially if you are considering providing them with your personal information. You are also responsible for maintaining the secrecy of your passwords and/or any account information.

We may use cookies and other interactive techniques such as web beacons to collect non-personal information about how you interact with our website, and web-related products and services, to:

- 7.1 understand what you like and use about our website;
- 7.2 understand what you do not like and do not use on our website;
- 7.3 provide a more enjoyable, customised service and experience,
- 7.4 enable you to use certain services on our website; and
- 7.5 help us develop and deliver better products and services tailored to our customers' interests and needs.

We also collect IP addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. We collect and manage IP addresses as part of the service of providing internet session management and for security purposes.

We may use a persistent cookie to record details such as a unique user identity and general registration details on your PC. This helps us recognise you on subsequent visits to this website so that you don't have to re-enter your registration details each time you visit us and allows us to carry out the activities mentioned above.

Most browser technology (such as Internet Explorer, Safari, Chrome etc) allows you to choose whether to accept cookies or not – you can either refuse all cookies or you can set your browser to alert you each time that a website tries to set a cookie. You do not need to have cookies turned on to access our sites, but you may need them for customisable areas of the site that we may develop in the future, or to access and benefit from certain functionality offered by the site.

8. Disclaimer

8.1 New Zealand Hops Limited makes every effort to ensure the accuracy of the information provided on our website and tries to keep that information up to date, however errors and omissions may occur. Accordingly, New Zealand Hops Limited does not accept any liability for any loss or damage which may directly or indirectly result from any advice, opinion, representation or omission, whether negligent or otherwise, contained on this website.

8.2 Links or references to other websites are provided for your convenience only. Other websites are not under our control. We have not reviewed them and we do not endorse or assume responsibility for the contents of any other website.

8.3 If you wish to link to this website, you should request our permission. To do so, contact us by email: nzhops@nzhops.co.nz [2] or by phone on +64 3 544 8989. You must not do anything which alters our website or interferes with how it works.

8.4 By using this website such as assessing and viewing the pages of this website you acknowledge that you have read and agree to be bound by the Terms of Use. If you do not accept the Terms of Use you must leave this website immediately.

8.5 If you post any material to our site which we believe (in our own discretion) is inappropriate for our site, we may remove it.

9. Intellectual Property

9.1 Unless otherwise shown, we own all the copyright and other intellectual property rights on the material on this website. The material on this site is subject to copyright except where it is otherwise noted. You can use the material for your own personal, non-commercial use provided that you acknowledge the source of the material and that you do not remove any copyright, trade mark or other intellectual property notices contained in the content, but you must not use the material in a misleading way.

9.2 However, you must not use any of our trademarks in any other way without our permission.

10. Changes to our Privacy Policy

We may change this Privacy Policy from time to time and we will tell you about a change in the policy by posting an updated policy on our website. Any change we make applies from the date we post it on the website.

Source URL: <https://www.nzhops.co.nz/privacy-policy>

Links

[1] <http://www.privacy.org.nz>

[2] <mailto:nzhops@nzhops.co.nz>