
ONGUARD GROUP LIMITED (INCL MOHAWK AND TYGR EYE) PRIVACY POLICY

INTRODUCTION

At Onguard Group Limited (**we, us, our**) we realise how important privacy of personal information is to everyone and that's why we protect it and we are transparent about what we do with your personal information. We comply with the New Zealand Privacy Act 2020 (the **Act**) when dealing with personal information (information about any person that interacts with us). This policy sets out how we collect, use, disclose and protect your personal information so as to achieve compliance.

This policy does not alter your rights under the Act. If you would like to learn more about these rights, please visit www.privacy.org.nz.

If you have any questions about this policy, please contact us by calling 0800 661 155, by emailing us at onguard@onguardgroup.com or writing to us at "*The Privacy Officer, Onguard Group Limited, P O Box 12, Lyttelton 8841, New Zealand*".

CHANGES TO THIS POLICY

We reserve the right to change this policy at any time by uploading a revised policy onto our website, www.onguardgroup.com.

Any changes in policy will be effective from the date that the revised policy is uploaded.
This policy was last updated on 22 October 2021.

YOUR CONSENT TO OUR COLLECTION OF YOUR PERSONAL INFORMATION

By using our services, you consent to your personal information being collected, held and used in accordance with this privacy policy or for any other use you expressly authorise.

You can always choose not to provide your personal information to us, but this may mean that we are unable to provide you with our services.

WHY WE COLLECT YOUR PERSONAL INFORMATION

We may collect personal information from you to facilitate the provision of our services to you (**Purpose**). We only collect personal information necessary to fulfil this Purpose.

PERSONAL INFORMATION WE MAY COLLECT

We may collect the following personal information about you:

- Your name.
- Your email address.
- Your phone and/or mobile number.

WHO WE COLLECT YOUR PERSONAL INFORMATION FROM

We may collect your personal information from:

- You, when you provide that information to us, whether that be via our website or any other direct contact with us (including contact electronically, by mail, or in person).
- Third parties where you have authorised that your information be shared with us (such as through interaction with any of our advertising on Facebook, Instagram or any other social media platform).
- Other sources where the information is publicly available.

WHAT WE MAY USE YOUR PERSONAL INFORMATION FOR

We may use your personal information for the following reasons:

- To verify your identity.
- To design and provide our products and services to you including information and all services relating to our products and services.
- To communicate with you (including for marketing purposes).
- To keep our websites and other online presence relevant and of interest to you.
- To improve the services we provide to you.
- To undertake credit checks of you (if necessary).
- To bill you and to collect money that you owe us.
- To respond to communications from you (including complaints).

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- To conduct research and statistical analysis (on an anonymised basis).
 - To protect and/or enforce our legal rights and interests, including defending any claim.
 - For any other purposes authorised by you or the Act.

WHO WE MAY DISCLOSE YOUR PERSONAL INFORMATION TO

We may disclose your personal information to:

- 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.
- Our employees, other personnel and any related businesses to Onguard Group Limited or affiliates.
- A credit reference agency for the purpose of credit checking you.
- Any market research companies who undertake customer surveys for us.
- Other third parties (for anonymised statistical information)
- A person who can require us to supply your personal information (e.g. a regulatory or government authority).
- Any other person authorised by the Act or another law (e.g. a law enforcement agency).
- Any other person authorised by you.

We will only disclose personal information to the parties listed above if it is necessary and appropriate to facilitate the Purpose for which your personal information was collected pursuant to this policy.

STORAGE AND SECURITY

We will take reasonable technical and organisational precautions to prevent the loss, misuse or unauthorised alteration of your personal information. However, due to the nature of email and the internet, we cannot guarantee the privacy or confidentiality of your personal information. We may store your information in cloud or other types of networked or electronic storage.

PROTECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity or other misuse.

We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your personal information is lost, stolen, accessed, used, disclosed, copied, modified or disposed of by any unauthorised person or in any unauthorised manner.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Under the Act you have the right to access readily retrievable personal information held by us about you and to request corrections to this personal information. This right is subject to certain grounds for our refusal as outlined in the Act.

Before we provide you with your personal information we will require you to provide evidence that you are in fact the individual to whom the personal information relates.

Should you request a correction, we will make the correction should the correction be reasonable and we are reasonably able to make the correction. If we are unable to make the correction we will take reasonable steps to note the requested correction in our records.

If you would like to exercise the above rights, please email us at onguard@onguardgroup.com. Please clearly state what information you are requesting, provide evidence of your identity, and notify us of anything else you deem relevant to your request.

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

INTERNET USE

We take reasonable steps to ensure that any websites within our control are secure. However, the internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the internet is at your own risk and you should only enter, or instruct the entering of, personal information to the service within a secure environment.

If you follow a link on our website to another site, the owner of that site will not be bound by our privacy policy and may have its own policy in place. We suggest you review that site's privacy policy before you provide personal information.

COOKIES

Our website uses temporary cookies to keep a session open after a user logs in. We may use the information we obtain from the cookies in the administration of our website and to improve the usability of our website. These cookies help us recognise previous visitors and also identify the route history of users. We cannot identify any personal information stored in these cookies, nor can we gain access to any information stored on your hard drive. In addition, we cannot access information from cookies sent from other websites. Information collected will only be used as described above and also to improve our website. Some browsers allow you to refuse to accept cookies but this may have a negative impact on the usability of our website.

QUESTIONS OR COMPLAINTS

Where we have refused a request for access to, or correction of, personal information or where you have any other concerns about the way we have handled your personal information, you have the right to make a complaint.

In the first instance, please let us know about your concerns by contacting our Privacy Officer using the details provided above. We'll do everything we can to address your concerns but if we can't resolve your complaint then you have the right to make a complaint to the Office of the Privacy Commissioner either online or by mail.