

# Privacy policy

## INTRODUCTION

DueDi complies with the New Zealand Privacy Act 1993 (the **Act**) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how We will collect, use, disclose and protect Your personal information.

This policy does not limit or exclude any of Your rights under the Act. If You wish to seek further information on the Act, see Privacy Act (<http://www.privacy.org.nz/>).

Unless defined in this Privacy Policy or the context otherwise requires, capitalised terms used in this Privacy Policy have the meaning given to them in the terms and conditions available on the Website from time to time (the "Terms").

The rules of interpretation set out in the Terms also apply to this Privacy Policy.

## CHANGES TO THIS POLICY

We may change this policy by uploading a revised policy onto the Website. The change will apply from the date that we upload the revised policy.

## WHO WE COLLECT INFO FROM

We collect personal information about You from:

- You, when You provide that personal information to us, including via the Website and any related service, through any registration or subscription process or online form, through any contact with us (e.g. telephone call or email), or when You buy or use our services and products;
- aggregated information collected by our web server or third-party systems we subscribe to for site traffic information; and
- third parties where You have authorised this or the information is publicly available.

If possible, we will collect personal information from You directly.

## HOW WE USE YOUR PERSONAL INFORMATION

We may use Your personal information:

- to verify Your identity;
- to provide services and products to You;
- to promote your services on DueDi by sharing your public information to prospective buyers;
- to bill You for bookings and to collect money, including authorising and processing transactions;
- to create and manage a Stripe account on your behalf;
- to report on the activities of your Stripe account;
- to respond to communications from You, including a complaint;
- to market our services and products to You, including contacting You electronically (e.g. by text or email). You can ask to be removed from our mailing list at any time;
- to improve the services and products that we provide to You;
- to conduct research and statistical analysis (on an anonymised basis);
- to protect and/or enforce our legal rights and interests, including defending any claim; and
- for any other purpose authorised by You or the Act.

Information shared with property inspectors, homeowner/homebuyer, or 3<sup>rd</sup> parties involved in an inspection can only be used for the sole purpose of delivering the inspection and the associated report.

## **DISCLOSING YOUR PERSONAL INFORMATION**

Generally, we will not disclose Your personal information unless You have authorised us to do so.

We may disclose Your personal information (and by agreeing to these terms You authorise us to so disclose Your personal information) to:

- another company within our group;
- individuals who have paid for your service;
- individuals or company you have hired to deliver a service;
- Individuals or company you have elected to represent you during the inspection,
- any business that supports our services and products, including any person that hosts or maintains any underlying system or data centre that we use to provide the Website or other services and products;
- other third parties (for anonymised statistical information);
- any other person authorised by the Act or another law (e.g. a law enforcement agency); and
- any other person authorised by You.

A business that supports our services and products may be located outside New Zealand. This may mean Your personal information is held and processed outside New Zealand.

## **PROTECTING YOUR PERSONAL INFORMATION**

We will take reasonable steps to keep Your personal information safe from loss, unauthorised activity, or other misuse. We protect Your information using a Secure Socket Layer protocol (SSL).

It is important for you to protect against unauthorized access to your password and to your computer. Ensure you logout when you have finished visiting [duedi.nz](https://duedi.nz), especially if you access [duedi.nz](https://duedi.nz) from a shared computer. Do not share your log in credentials with anyone.

## **ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION**

DueDi provides you with ways in which you can change your personal information via your DueDi account.

## **PAYMENT VIA STRIPE**

DueDi uses Stripe to process all payments related activities. DueDi never has access to your credit card information. For more information about Stripe policies - please refer to Stripe (<https://stripe.com/nz/privacy>).

## **INTERNET USE**

While we take reasonable steps to maintain secure internet connections, if You provide us with personal information over the internet, the provision of that information is at Your own risk.

If You post Your personal information on Your public profile, You acknowledge and agree that the information You post is publicly available.

If You follow a link on our Website to another site, the owner of that site will have its own privacy policy relating to Your personal information. We suggest You review that site's privacy policy before You provide personal information.

We may also collect technical information whenever You log on to Your account, or visit the public version of, our Website. This may include information about the way users arrive at, browse through and interact with our Website. We may collect this type of technical information through the use of cookies and other means. Cookies are alphanumeric identifiers that we transfer to Your computer's hard drive to enable our systems to recognise Your browser. If You want to disable cookies, You may do so by changing the settings on Your browser. However, if You do so, You may not be able to use all of the functions on the Website. We use the technical information we collect to have a better understanding of the way people use our Website, to improve the way it works and to personalise it to be more relevant and useful to Your particular needs. We may also use this information to assist in making any advertising we display on the Website more personalised and applicable to Your interests.

We use Google Analytics to collect information on how You use this Website. The services are used to aggregate Website statistics anonymously, such as number of page views, the number of unique visitors, time spent on our site, and to determine advertising effectiveness.

Google Analytics uses cookies to collect, store, and transmit information about Your use of the Website to Google. Further information about how Google Analytics collects, and processes data can be found at the following link: <http://www.google.com/policies/privacy/partners/>.

Google Analytics' currently available opt outs can be found at: <https://tools.google.com/dlpage/gaoptout/>. Further information about Google Analytics can be found at: <http://www.google.com/intl/en/policies/privacy/>.

## **MAILING LIST**

Individuals join our mailing lists and are added to our email database by using the forms provided on this Website or when providing their email through other means for the purpose of staying informed through our mailing list. We do not sell, rent, loan, trade, or lease the addresses on our lists to anyone.

We strive to only send email to those who want to receive it. If You would not like to receive future emails from us, please use the 'unsubscribe' link located at the bottom of our email communications.