

SCOPE

Gerard Lighting (NZ) Limited NZBN: 9429037596330 and any other company which from time-to-time forms part of the Gerard Lighting Group (the **Company** or **we** or **our**) is committed to protecting the privacy of your personal information.

This Privacy Policy applies to personal information disclosed to the Company by job applicants and personal information the Company receives and handles about its customers, visitors to its website and members of the public generally.

By submitting a job application, accessing and interacting with the Company's website or acquiring the Company's products or services, you agree to be bound by the terms of this Privacy Policy.

This Privacy Policy also includes our 'credit reporting policy', that is, it additionally covers how the Company manages your personal information collected in connection with any credit application you may make, such as details relating to your credit history, credit standing, credit capacity and credit worthiness (credit information).

PURPOSE

The Company is committed to protecting the privacy and security of personal information held about its customers and persons who may otherwise have dealings with the Company. The following statement is our commitment to ensure that the collection, use, disclosure and security of personal information complies with the provisions of the Privacy Act 2020 and the New Zealand Privacy Principles in terms of legal conformity and practical fortitude.

CHANGES TO POLICY

The Company reserves the right to change this Privacy Policy from time to time. Any personal information the Company holds about you will be governed by our most current version of this Privacy Policy. We recommend that you periodically review this Privacy Policy for any changes.

1. DEFINITIONS

'Personal information' is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable and, where the context permits, includes credit information.

2. COLLECTION OF PERSONAL INFORMATION

2.1 The Company collects personal information in a number of different ways depending on the type of dealings that a person may have with the Company. For example: - consumers; or - business relations; or – prospective employees.

2.2 The Company will collect personal information over the phone, in person or by other means of electronic correspondence such as email or fax or interactive forms on the Company's website to undertake our daily and administrative operations and generally conduct business.

2.3 The kinds of information collected will depend on the nature of the Company's dealings with a person and may include but not be limited to the person's name and date of birth, personal address and contact details, bank account information and/or credit card information, and business-related information including job title and work history.

2.4 If you operate a social media or other online account, we may collect, but not store, your username associated with that account, and any other information or content you have made public in connection with that account. Such information or content may include personal information.

2.5 If you apply for credit, the Company may collect credit information. The Company may ask you for this information directly or may obtain this information from credit reporting bodies or other credit providers named in any credit application you may make. This information may include:

- default information;
- credit infringement information;
- personal solvency information (e.g. bankruptcy information);
- court proceedings information (e.g. any default judgments entered against you); and
- repayment history information.

3. PURPOSES FOR THE COLLECTION OF DATA

3.1 The Company treats its obligations with respect to the use and disclosure of personal information very seriously. The Company collects personal information for the following purposes:

- provide products and services to a person;
- contact a person directly about the Company, its brand, special offers, samples and other promotions or information about third party products and offers;
- reward a person or company for being a loyal customer;
- provide a person with products they have requested;
- follow up or pursue any queries a person may make;
- contact job applicants about potential employment with the Company;
- request credit information from a credit reporting body or other credit providers (where the person has authorised us to do so).

You agree that we may use your personal information for any of these purposes.

3.2 We will generally give you the option to opt-out of receiving promotional and marketing communications at the time you provide your email address to us. If you do not wish to be contacted for these purposes you can let us know at any time by contacting us at the details below.

3.3 The Company collects credit information to assess any application for credit a person may make and for other purposes which are set out in the collection notice contained in the Company's credit account application form.

4. DISCLOSURE

4.1 The Company will generally not sell, rent, trade or otherwise supply to third parties any personal information obtained unless consent has been given, but it may sell, transfer, or otherwise disclose its database of personal information to an actual or potential successor entity, purchaser, or investor in connection with a corporate merger, consolidation, sale of the Company's assets or a substantial part of the Company's assets, share sale, investment transaction or other corporate rearrangement.

4.2 The Company may disclose personal information to external providers of services, including where contractors and service providers help the Company operate its business such as mailing houses, promotion and advertising agencies and consumer research agencies. The Company may also disclose your personal information to government or statutory authorities, related entities of the Company, or as required or otherwise permitted by law.

4.3 The Company may disclose your personal information to credit reporting bodies where it is permitted to do so by law, for example, in circumstances where you fail to meet your payment obligations in relation to consumer credit. These credit reporting bodies may include any such information in reports provided to other credit providers to assist them to assess your credit worthiness. The Company may also disclose your credit information to other credit providers as more fully set out in the collection notice contained in the Company's credit account application form.

4.4 You agree that we may disclose your personal information in any of these circumstances. While we endeavour to ensure that such third parties do not breach any New Zealand law, we disclaim all liability for any privacy breaches or unlawful use of your personal information by third parties to whom we have disclosed your personal information in accordance with this policy.

4.5 The Company does not, and does not presently intend to, disclose or transfer any personal information to overseas recipients. If at some point in the future this position changes, we will take reasonable steps to notify you.

5. COOKIES

5.1 A 'cookie' is a packet of information placed on a user's computer by a website for record keeping purposes. Cookies are generally used on the Company's website to: - access online services - if you visit the Company's website and log into our secure areas we will use cookies to enable us to authorise your access - manage advertising - we use advertising companies to deliver our online advertising. When you see one of the Company's ads on a third party website, cookies are sometimes used to collect information about what pages you visit and the type of software you are using - traffic monitoring - we use tracking companies to gather information about how people are using the Company's website, this information includes time of visit, pages visited, and some system information about the type of computer you are using. We use this information to enhance the content and services offered on the Company's website and better inform ourselves of our customers' preferences and requirements.

5.2 Cookies may also be used for other purposes on the Company's website but in each case none of the information collected can be used to personally identify you.

5.3 Organisations and individuals can configure their browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. (Each browser is different, so check the “Help” menu of your browser to learn how to change your cookie preferences).

5.4 If you disable the use of cookies on your web browser or remove or reject specific cookies from the Company’s website or linked sites then you may not be able to gain access to all of the content and facilities on the Company’s website.

6. SECURITY

6.1 The Company has security procedures and technology in place to protect against the loss, misuse and/or alteration of personal information under its control. Databases on the internal Company server are security protected to limit access to those individuals who collected the personal information or have a need to know or use that information.

6.2 Information will be held in databases and paper-based files on Company premises and only accessible by authorised Company employees.

7. THIRD PARTY SITES

7.1 The Company’s website may contain links to third party websites and social media features that are hosted by a third party. Links to other websites do not constitute sponsorship, endorsement or approval of the information found on those websites. You should evaluate the accuracy, relevance and suitability for your purposes of any such information. The Company is not responsible for the privacy policies or practices of third-party websites, and your interactions with any social media features are governed by the privacy policies and practices of the hosting entities.

8. ACCESS TO PERSONAL INFORMATION

8.1 Organisations and individuals can contact the Company to request access to their information. In normal circumstances we will give you full access to your information. However, there may be some legal or administrative reasons to deny or restrict access. If access is denied or restricted, we will provide you with the reason why.

9. AMENDING PERSONAL INFORMATION

9.1 If an organisation or individual wishes to change personal information that is inaccurate or out-of-date, they may contact the Company by mail or e-mail (details below). Any personal information that is no longer used by the Company (based on reviews conducted annually) will be destroyed or permanently de-identified, to the extent practicable. The assessment of what personal information is destroyed will vary from department to department within the Company depending on the needs of that particular department.

10. COMPLAINTS

10.1 If you have a complaint about the Company's privacy practices or on handling of your personal information please contact us using the details provided below.

10.2 All complaints will be logged.

10.3 The Company will try and resolve the matter within a reasonable time-frame and you will be informed of the findings. If you are unsatisfied with the outcome you are free to take your complaint to the Privacy Commissioner at www.privacy.org.nz

11. CONTACT DETAILS

11.1 Information about personal information held by the Company, privacy issues and the protection of privacy, can be obtained by contacting:

Customer Service Team

Email: sales@pierlite.co.nz

PO Box 53045, Auckland Airport, Auckland 2150



James Ewart

Country Manager

Pierlite New Zealand