

# Prestige Property Management Limited

## Privacy Policy

This Privacy Policy (**Policy**) outlines how Prestige Property Management Limited (**We, Us or Our**) may store, use and disclose personal information provided to us.

This Policy applies to all personal information that we collect about you which may be in person or on the phone, through application forms, by text message or email, or through our website or other avenues.

We are committed to complying with our obligations under the Privacy Act 2020 (the **Act**) when dealing with personal information.

### **Collecting personal information**

Personal information is information about an identifiable individual.

The type of personal information that we collect from you will depend on our relationship with you and whether you choose to provide it.

For example, when you fill out our "Contact Us" form (on our website) or application form, we will collect information from you. You may also be required to create a tenant or landlord profile with us, which may involve us collecting further personal information from you.

The personal information that we collect from you may include your name, email address, phone number, residing and mailing address, number of dependants, bank account, IRD number, community services number (where applicable) and the name of your employer. We may also require a copy of your identification, such as your driver's license and/or passport and proof of your employment.

We try to only collect personal information that is necessary to fulfil our services. Some information we collect is mandatory for that purpose, and some is optional. We will make it clear when providing information is optional.

When you visit our website, we do not routinely collect any personal information about you. While our website may use cookies or third-party tools to

gather information about you, that generally does not include information that identifies you. In any event, these technologies can usually be disabled on your device.

When you sign up to our newsletter or any other electronic updates or alerts of ours, we will collect some of your personal information, such as name, email address, phone number and user preferences. You can unsubscribe from these at any time.

Our website also contains links to third party sites that will let you leave our site. These third-party sites will have their own privacy policies which we encourage you to read before using. These third-party sites are not under our control, and we are not responsible for any content on those sites.

If we are undertaking a property inspection or you are visiting our premises, we may request and collect satisfactory proof of your Covid-19 vaccination record. The purpose of such is to comply with our own Covid-19 response plan and to ensure the health and safety of our staff.

Generally, we will collect personal information directly from you unless it is impracticable or unreasonable to do so. From time to time we may also collect it from third parties, such as publicly available sources (including your social media), or from your referees or emergency contacts provided to us.

### **Storing personal information**

We take all reasonable steps to ensure the security and safety of your personal information and all information is held on a secured Google drive.

If you are a tenant or landlord, we will store all personal information for up to seven years after a tenancy ends.

If you apply for a tenancy and are not successful, we will delete all personal information gathered as part of the application process. Such information will be deleted on a quarterly basis.

### **Using or disclosing personal information**

We will use and disclose your personal information for the reasons that we collect it, and for other purposes you would reasonably expect in the nature of our work. Some examples are below.

We may use your personal information to:

- Verify your identity
- Assess your suitability for a tenancy
- Verify you are complying with any contract entered into, such as a tenancy agreement
- Verify that you are complying with any contract or agreement between us, and our terms and conditions
- Diagnose and resolve issues with our website, services and products
- Analyse and improve our services
- Market our services to you
- Bill you and collect money that you owe us (this may include authorising and processing any form of payment used, such as a credit card)
- Respond to communications from you
- Protect and / or enforce our legal rights and interests
- Defend any legal claim
- Respond to lawful requests by public authorities
- Transfer your personal information (for example, in a sale, merger, consolidation, liquidation, reorganisation or acquisition)
- Comply with applicable laws

We may disclose your personal information to:

- Any business that supports our website, services and products
- Any emergency contact or referee authorised by you
- A credit check / reference agency (for the purpose of credit and background checking you)
- Third parties where our service functions are being outsourced (in that case, any third party will be required to either comply with the Policy or have their own privacy policy that has the same or greater protections in relation to your personal information)

- Professional advisers and representatives (for example, lawyers or a regulatory authority)
- Any other person or group of persons with your consent
- Any other person authorised by law
- Any other company (for example, in a sale, merger, consolidation, liquidation, reorganisation or acquisition)

### **Your rights**

You have the right to ask for a copy of any personal information that we hold about you and to ask us to correct it if you think it is incorrect. You also have other rights under the Act, and we encourage you to understand those fully as this Policy is not intended to be exhaustive.

If you consider that your privacy rights under the Act have been interfered with by us, you can make a complaint to the Privacy Commissioner. More information on the complaints process can be found at [privacy.org.nz](http://privacy.org.nz).

### **General**

We do our utmost to ensure that your personal information is kept safe and to meet our lawful obligations. However, there is no way to fully secure data transmission or information stored on servers accessible through the internet. Therefore, these activities are undertaken at your own risk.

We may update this Policy from time to time by uploading a revised policy onto our website.

### **Contacting us**

Please notify us immediately if there is any unauthorised use of your account or any other breach of security that may be relevant to us. We will also inform you as soon as possible after we become aware of any data breach.

If you have any questions about this Policy, please contact Pip Bradford at [pip@prestigeepm.co.nz](mailto:pip@prestigeepm.co.nz).