

## Purpose

Arvida Group Limited and its related companies ("Arvida", "we", "us", "our") is committed to respecting your privacy at all times. This Privacy Policy sets out how we collect, use, store and disclose your personal information to ensure we comply with our obligations under the Privacy Act 1993.

By providing your personal information or using our services, you agree to this Privacy Policy. If you provide information about any other person, then you must have authorisation from that person to provide such information to us.

This Privacy Policy may change at any time and we will tell you about any changes by posting an updated policy on our website. These changes will take effect from the date we post it, so please ensure you review our Privacy Policy from time to time.

## What information do we collect?

### *Information collected from your general interactions with us*

The types of personal information we may collect includes your:

- name, contact details, date of birth;
- phone conversations with our staff;
- email communications, and other written and verbal interactions with us;
- curriculum vitae or resume or any other document relevant to a job application with us; and
- preferences concerning our services.

### *Information collected when you use our website*

When you visit or use our websites, we collect information (for example, the IP address of your machine or device).

Information regarding your usage of our website is collected to help us improve and offer the services you need each time you visit and to improve our services generally. We may also use this information to improve our advertising and marketing of related products and services.

## How do we collect your information?

We collect personal information about you from you, when you provide that personal information to us, including via the website or any related service, through any registration or subscription process, through any contact with us (e.g. telephone call or email), or when you use or enquire about our services (e.g. completing an expression of interest form). We also occasionally collect personal information from third parties where you have authorised this or the information is publicly available.

## How do we use your information?

We (and any authorised third parties in accordance with this Privacy Policy) may use your personal information for the following reasons:

- to provide our services and products to you (e.g. to offer you suitable accommodation and related services);
- to offer you employment;
- to verify your identity;
- to provide investor information and services;
- for safety and security purposes;
- to help us develop, improve, manage, administer and facilitate our services and operations;
- for internal purposes (such as risk management, staff training and billing);
- to conduct market research and to promote and market our products and services;
- and
- for any other purpose authorised by you or the Privacy Act.

By providing your email address and/or mobile phone number, you consent to us sending you information connected with the above collection and use purposes via email or text message. We may also send you newsletters or other information we think you may be interested in and which may market and promote our products and services, or essentially the products and services of others. The messages you receive from us will have instructions for how you can remove yourself from our mailing list.

Some uses of your personal information may involve the transfer of that information outside New Zealand, to be held and used by our related companies and commercial partners.

## **When would we disclose your information?**

Personal information held by Arvida will be accessible by Arvida staff or advisors where it is necessary for that staff member or advisor to carry out their duties.

We will not disclose your personal information to other people or agencies except where:

- you have authorised such disclosure;
- disclosure is necessary for the purposes for which you have authorised;
- disclosure is to a law enforcement agency that is entitled to such information under its statutory powers;
- we are otherwise required to provide the information by law;
- disclosure is required for safety and security; or
- disclosure was the purpose of collecting the information.

## **How do we protect your information?**

Arvida implements and maintains security measures that are designed to provide reasonable protection against the loss, interference or misuse of your personal information and to prevent unauthorised access, modification or disclosure of your personal information.

Please be aware that communications over the internet, such as emails, are not secure, unless they have been encrypted.

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.

## **Accessing and correcting your information and contacting us**

You can request access to, and correct of, your personal information held by us. All requests for access and/or correction will be processed within a reasonable time.

If you have a privacy complaint, would like confirmation that we hold personal information about you, would like to request copies of any of your personal information, or would like further information about our Privacy Policy, please contact the Privacy Officer in the first instance by emailing the Privacy Officer at [info@arvida.co.nz](mailto:info@arvida.co.nz) marking the subject heading of your email "For the attention of the Privacy Officer".

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