

# Privacy Policy

## **Disclaimer**

### **General Information Only:**

All care has been taken in the preparation and compilation of this website; however, no responsibility is accepted for the information included on the website. Some information has been obtained from third parties and has not been independently verified. Accordingly, LJ Hooker NZ makes no representation, warranty or undertaking concerning accuracy, completeness or currency of the information provided. Interested persons should make their own enquiries and satisfy themselves in all respects about any information that is of importance to them. LJ Hooker NZ accepts no liability whether direct or indirect for any loss or damage a person suffers because that person had directly or indirectly relied upon any information provided on this website.

### **Third Party websites:**

This website may contain links to other websites which are not under our control. LJ Hooker NZ Real Estate has no knowledge of or control over the content, and availability of those websites, or of their privacy practices. We do not sponsor, recommend, or endorse the content of other websites linked to, or referenced from, this website.

### **New Zealand law:**

The information on this website has been prepared to comply with, and is governed by, New Zealand law. It is only intended for use by persons within New Zealand's jurisdiction. LJ Hooker NZ Real Estate does not make any representation that the information on this website complies with the law in any other country.

### **Cybersecurity:**

Although we regularly update our cybersecurity and virus protection software, we do not guarantee that our website will be free from viruses or other malicious interference (such as spyware, malware, adware,

ransomware and worms) that can damage your computer system and access your data.

### **Continuous access:**

We do our best to keep this website running smoothly. However, we do not guarantee that access to the website will be uninterrupted. We accept no liability for any loss caused by the website being temporarily unavailable either during its planned maintenance or due to technical or other issues beyond our control.

### **Copyright and IP:**

Unless otherwise indicated, all information on this website is the property of LJ Hooker NZ Real Estate and is protected by copyright and intellectual property laws. Unless stated otherwise, you may access and download the materials located on this website only for personal, or agreed upon commercial use. The website may contain a number of trademarks which are owned by LJ Hooker NZ Real Estate or used with the permission of the registered trademark owner. Before using any material on this website that is identified as being subject to copyright of a third party, you must obtain authorisation to use or reproduce the material from that third party.

### **Privacy Statement**

LJ Hooker is committed to protecting your privacy. This privacy statement outlines how we collect, store, use and share your personal information.

For more information, read our full Privacy Policy [here](#).

By submitting your details on this website, you consent to the use of your personal information in accordance with this privacy statement.

What information do we collect?

We may collect personal information about you, either directly from you or from other parties and we may generate information about you when we carry out our business.

The types of personal information we collect about you may include your:

- Contact information: your name, phone number, email address, postal address, physical address

- Documents that verify your identity and other personal details: such as your passport or drivers' licence number
- Subscriptions/preferences: when you subscribe to receive our newsletter or updates, as well as content preferences to help us identify which material you want to receive
- Billing or purchase information

Technical information: information about the device used to access the website or other social media sites, such as IP address, browser type, time zone settings and mobile network information.

### **What do we do with it?**

We collect and use your personal information to provide the information and services that you request from us, and to provide you with information about other services we consider appropriate.

When necessary, we may use your information to:

- Comply with our legal and regulatory obligations (including Anti Money Laundering/Counter Financing of Terrorism compliance and audit and reporting requirements).
- Trade promotion purposes
- Purposes related to promotion, marketing and operations
- Statistical purposes
- Defend or enforce our rights - For example, to collect money owed to us.

### **Who do we share it with?**

Besides our staff and our related companies we may share this information with third parties who enable us to provide you with our services. These include:

- Professional advisers
- Product providers
- Our service out-source providers such as IT consultants, custodians, etc.

We will only share your personal information with third parties where it is necessary to help us do what we collected your information for, where it is

required by law or where you give us authority to.

We require these third parties to adhere to our strict confidentiality requirements for handling personal information and we seek to ensure that they comply with the Privacy Act 2020.

### **Where do we store it?**

We use third party cloud service providers to store and process the information we collect. We use a physical internal server in our parent companies Oamaru Office which is backed up by our IT Providers in Oamaru. We ensure that our cloud-based service providers are subject to appropriate security and information handling arrangements and that the information stored or processed by them remains subject to confidentiality obligations.

### **What are my rights?**

You do not have to provide information to us. If you choose not to provide necessary personal information when requested, we maybe be unable to provide certain information or services to you.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you have any questions about this privacy statement or you would like to ask for a copy of the information we hold on you, or to have it corrected, please contact us on 0800 554 274 or at 65 Tancred Street, Ashburton or by email [info@ljhashburton.co.nz](mailto:info@ljhashburton.co.nz).