



## Privacy Statement

City Residential Limited 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](#)

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.
- **Information necessary for our work:** information required by our Vendors when you are a purchaser, or information required to list your property with us to allow us to accurately portray the property in accordance with statute

### 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.

#### LJ Hooker City Apartments

City Residential Limited MREINZ - Licensed Real Estate Agent (REAA 2008)  
9/114 St Georges Bay Rd Parnell P.O.Box 9185 Newmarket Auckland 1149

p: 64 9 9201092 m: 64 21 310 301 e: [rhayes.cityapartments@ljh.co.nz](mailto:rhayes.cityapartments@ljh.co.nz)

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).
- 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:

- Your other professional advisers
- Product providers
- Our service outsource providers such as IT consultants, custodians, etc.
- The vendors of our properties or the purchasers of listed properties

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 Microsoft and dropbox cloud servers located in Singapore, USA and Europe 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

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you'd like to ask for a copy of the information we hold on you, or to have it corrected, please contact us [richard@richardshayes.com](mailto:richard@richardshayes.com) or [northwood@scorch.co.nz](mailto:northwood@scorch.co.nz)

Our in house complaints process is outlined at <https://tinyurl.com/crlcomplaints> you are not required to follow this process and can contact the Real Estate Agents Authority directly

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