

PRIVACY POLICY

Glacier Investments Ltd (NZBN: 9429039241504) (**we, our or us**) respects your right to privacy and understand that protecting your personal information is important. We comply with the New Zealand Privacy Act 2020 (**Privacy Act**) when handling personal information. This Privacy Policy explains how we collect, hold, use, disclose and protect your personal information.

THE INFORMATION WE COLLECT

Personal information means information about an identifiable individual (a natural person). The types of personal information we may collect about you include:

- Your name;
- Your contact details, including email address, postal address, street address and/or telephone number;
- Your credit card or payment details (through our third party payment processor);
- Details of products and services we have provided to you and/or that you have enquired about, and our response to you;
- Any other personal information requested by us and/or provided by you or a third party.

HOW WE COLLECT PERSONAL INFORMATION

We collect personal information in a variety of ways, including:

- **Directly:** We collect personal information, which you directly provide to us, via the 'contact us' form on our website, by email or over the telephone.
- **Indirectly:** We may collect personal information, which you indirectly provide to us, while interacting with us such as when you use our website, in emails, over the telephone and in your online enquiries.

COLLECTION AND USE OF PERSONAL INFORMATION

Personal information: We may collect, hold, use and disclose personal information for the following purposes:

- To provide our services to you, including to dispatch and deliver our products to you;
- To contact and communicate with you about our products;
- For internal record keeping, administrative, invoicing and billing purposes;
- If otherwise required or authorised by law.

DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

We may disclose personal information to:

- Our employees, contractors and/or related entities;
- Our existing or potential agents or business partners;
- Courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
- Any other third parties as required or authorised by law.

YOUR RIGHTS AND CONTROLLING YOUR PERSONAL INFORMATION

Your choice: Please read this Privacy Policy carefully. If you provide personal information to us, you understand we will collect, hold and use and disclose your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect our ability to provide our services to you and your use of these services.

Information from third parties: If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

Restrict and unsubscribe: To object to processing for direct marketing/unsubscribe from our email database or opt-out of communications (including marketing communications), please contact us using the details below.

Access and Correction: Subject to certain grounds for refusal set out in the Privacy Act, you may request access to, and correction of, the personal information that we hold about you. Please contact us using the details below. We will deal with your request in accordance with the Privacy Act.

Retention: We will not keep your personal information for longer than is required for the purposes for which your personal information may lawfully be used.

Complaints: If you wish to make a complaint, please contact us using the details below and provide us with full details of the complaint. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take in response to your complaint.

STORAGE AND SECURITY

We are committed to ensuring that the personal information we collect is secure. We have put in place suitable physical, electronic and managerial procedures, to safeguard and secure personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

COOKIES

We may use cookies on our online services from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do recognise when you return to our online services and allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. If and when you choose to provide our online services with personal information, this information may be linked to the data stored in the cookie.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our online services.

LINKS TO OTHER WEBSITES

Our Services may contain links to other websites. We do not have any control over those websites and we are not responsible for the protection and privacy of any personal information with you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy.

AMENDMENTS

We may, at any time and at our discretion, vary this Privacy Policy by publishing the amended Privacy Policy on our website. We recommend you check our website regularly to ensure you are aware of our current Privacy Policy.

For any questions or notices, please contact our Privacy Officer at:

Glacier Investments Ltd (NZBN: 9429039241504)

Email: angela@glacierinvestments.co.nz

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Privacy Policy from LegalVision New Zealand