



Privacy Policy

Torks Tool & Die Making Co Limited (t/a Torks Precision Engineering) (“us”, “we” or “our”) respect your privacy. In this Privacy Policy (**Policy**), “you” and “your” means the individual providing Personal Information to us.

This Policy provides information in relation to the basis upon which we collect, hold, use and disclose your Personal Information. Personal Information has the same meaning as in the Privacy Act 2020 (**Act**). In essence, it is information relating to an individual which can be used to identify that individual or which is linked to an identified individual.

This Policy applies to Personal Information you provide to us, including when you contact us or order from us on behalf of a customer organisation.

1 Updates to this Policy

- 1.1 We will review this Policy from time to time to make sure it takes into account new laws, and any changes to how we operate.
- 1.2 Should we decide to change our Policy, the latest version of the Policy will be posted on our website so you are always kept up to date.
- 1.3 Use and disclosure of Personal Information collected from you is subject to the Policy in effect at the time such Personal Information is collected, unless otherwise agreed.

2 Collection of Personal Information

- 2.1 The Personal Information we collect and hold includes (but is not limited to) your name, contact details, the name of your organisation and your date of birth (if sole trader). We may also collect information contained in the content of your communications with us.
- 2.2 We collect Personal Information when you provide it to us, when you purchase our goods and/or services or complete a credit application form (including on behalf of your organisation) and when you make an enquiry with us.
- 2.3 You agree we may also collect Personal Information from credit rating agencies, trade references, or other third parties you authorise us to contact, or as otherwise permitted by the Act. Our website may also state other ways in which we collect information from you.
- 2.4 If you do not provide the Personal Information that we ask you to provide, or the information is incorrect, we may not be able to respond to your enquiry or contact you, or provide you with the goods or services you have requested.
- 2.5 If you access the website, or purchase our goods or services from outside of New Zealand, you agree that any Personal Information you provide us is subject to this Policy and the Act.

3 Information of Third Parties

- 3.1 If you provide Personal Information relating to another person, either within your organisation or as a trade reference or guarantor, you warrant you are authorised to do so and that you have ensured the individual is aware of the information in this Policy. If you provide us Personal Information about others, or if others give us your information, we will only use that information as set out in this Policy or for any specific reason for which it was provided to us, or as otherwise permitted under the Act.

4 **Purposes for which we collect and use your Personal Information**

- 4.1 We may collect, use and disclose your Personal Information for the following purposes:
- 4.1.1 to carry out our obligations under our contract with you or your organisation, including to provide you with the goods and services you have requested, or take steps to enter such a contract, for example to check trade references or your creditworthiness with credit rating agencies;
 - 4.1.2 to conduct our business, which may include reviewing, analysing and improving our own processes;
 - 4.1.3 to communicate with you, which includes responding to any message or enquiry you send us and identifying you when you want to communicate with us;
 - 4.1.4 to enforce our terms and conditions, to otherwise protect our property, legal rights, or that of others, or where we are legally required to do so; or
 - 4.1.5 for the purposes of carrying out the matters noted in the section below on the 'Management of Personal Information'.
- 4.2 We may use and disclose your Personal Information for any of these purposes, in any circumstances authorised by the Act, or in any other manner with your consent.

5 **Management of Personal Information**

- 5.1 Except as otherwise stated in this Policy, your Personal Information we collect is held by us. Our address is set out below.
- 5.2 We may transfer Personal Information to third party providers (including technology providers, providers of business services and providers of software tools used by us in our business) to perform services on our behalf, to process the information for us, or hold it on our behalf. These third parties may be offshore, but we will not authorise them to use such information for their own purposes.

6 **Your Rights**

- 6.1 You have the right of access to, and to request correction of, your Personal Information. To access or correct any of your Personal Information, please contact us in person, or phone us as follows:
- Phone: 03 338 8092
- Address: 19 Marylands Place, Middleton 8024,
PO Box 9119, Tower Junction 8149, Christchurch
- 6.2 We endeavour to ensure that the Personal Information we hold is accurate, complete and up-to-date. If any of the Personal Information that you have provided to us changes we encourage you to contact us to update that Personal Information.
- 6.3 If a dispute arises between us and we cannot resolve it with you, then you may wish to contact the Office of the Privacy Commissioner on investigations@privacy.org.nz.

7 **Governing Law**

- 7.1 This Policy is governed by the laws of New Zealand.