

Kilwell Privacy Policy General

This document reflects the general privacy policy of Kilwell.

Your personal information privacy is important to us. As our customer, we respect your right to be aware of who has information about you, what they are doing with it and why, and who else they are sharing it with.

Privacy and Responsible Use of Information

In this policy:

- "we" or "Kilwell" means Kilwell Sports Limited or any related Kilwell company providing you with our services
- "you" means you, the person using our services, or visiting our website
- "services" means all goods or services we provide and anything else we do for you, including providing you with access to our website

2. How We Handle Security

Kilwell may hold personal information in paper format and/or by electronic means. We take all reasonable measures, using both electronic and physical safeguards to ensure this information is kept safe and secure.

- Data held in physical format – this data is kept physically safe by being stored in lockable cabinets. These cabinets are kept in secure locations either on or off site, with access limited to authorised individuals only.
- Data held in electronic format – this data is stored in a manner compliant with industry standards. These precautions include firewalls, password protection and access controls.

3. What Information We Collect and Why

We collect information about you to provide you with the product or service you have selected. This may include verifying your identity, finance approval, account management, arrears enforcement and end of contract communication. We may also use this information to provide you with details of products and services that may be relevant to you, and to ask for your opinion of our products and services from time to time.

The types of information we collect and handle include identity and contact details of you and your referees, information about your financial circumstances and history, and

products or service preferences you may have. Generally, we collect this from you. With your consent, we may obtain information about you from others. This allows us to provide and tailor our products and services to best suit your needs.

Kilwell may also collect information from the digital interactions customers and web site users have on digital assets of Kilwell.

The information collected may arise from use of apps, emails, web site viewing and other digital interactions. The types of information collected may include, but not be limited to:

- IP address of the machine you connect to the web site with
- Operating system and browser your computer used to view the website
- Time, duration and date of your visit
- Pages you viewed
- And any personal data you choose to share, such as email address
- Any information about you freely available online

This information is used to assist in the assessment and creation of Kilwell marketing initiatives. This information is not shared with external third-party organisations for the purpose of sale or profit.

All information given either expressly or through interactions will be treated with respect for your privacy.

4. The Use of Cookies and Third-Party Providers

Kilwell web sites do not collect any personal information of our web users through browsing (although you may be required to provide personal information when you complete an online form, or ask us to contact you, for example).

Kilwell's web sites and emails make use of cookies to collect online data through third party companies such as Google Analytics. This process allows the tracking of data such as IP address, geographic location, time spent on the web site and other information relating to interactions on the web site and other digital assets.

This information is used for the purpose of monitoring and managing our website traffic, increasing the quality of the experience offered by Kilwell to customers and web site users. We will not use cookies to track your online activity once you leave our website. You do not need to accept cookies to access our website, but if you choose not to accept them, some information may not be available to you.

5. Quality, Access to and Correction of Information

Information about customers is integral to decisions we make about our products and services for customers. It is essential that this information is correct. Please help us to ensure this by alerting us to any changes in your circumstances. You are also welcome to get access to information we hold about you and to draw any inaccuracies to our attention, by contacting us as outlined in the contact us section.

6. Privacy and Email Marketing

Kilwell exercises responsible email marketing practices and adheres to the guidelines on marketing messaging set out by the Department of Internal Affairs.

- Consent – your express, inferred or deemed consent is required in order for you to be added to any email marketing communications.
- Sender Information – we clearly state when any email communications are sent by Kilwell to ensure all recipients know who the email is from.
- Unsubscribe – all marketing email communication includes the ability to unsubscribe from future marketing communications if desired.

All Kilwell email communication is compliant with CAN-SPAM requirements as well as international anti-SPAM standards.

If any recipient would like to unsubscribe, they are able to do so either from the email itself, or via telephone. If the recipient wishes to unsubscribe via telephone they will be required to provide sufficient proof of identity in order to do so.

For any recipient who has accidentally unsubscribed and would like to opt in to Kilwell email communications, they can do so via telephone. A verification process will need to be followed to ensure recipients making such a request are authorised to do so.

7. Links and other Web Sites

On the Kilwell web sites there may be advertising or links to third party sites which offer services and information to you. Having these links on Kilwell web sites does not express or imply that we support or recommend any other company, product or service. We do not control, and are not responsible for, the information on any third-party site found through our site.

8. Copyright and Trademarks

Kilwell and Kilwell Fibretube are registered trademarks of the Kilwell Sports Limited group of companies.

9. Changing this Policy

We may change this policy at any time by changing or removing existing terms or adding new ones. Changes may take the form of a completely new policy. We will tell you about any changes by posting an updated policy on our website.

Any change we make applies from the date we post it on the website. If you have any questions about Kilwell's online privacy policy ask us your question via our web site, email or telephone.

10. What to do if you have a Complaint or Concern

If you require more detailed information on the way in which we handle information about you, or you are concerned about our treatment of your information, please contact us.

11. Contact Us

E-mail: credit@kilwell.co.nz

Visit: www.kilwell.co.nz

Phone: +64 7 3459094

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