

VTNZ PRIVACY POLICY

1. Our Philosophy

Vehicle Testing New Zealand (VTNZ) considers the protection of your privacy to be of utmost importance and is committed to providing you with a personalised service that meets your requirements in a way that totally safeguards your privacy. We appreciate the trust you have placed in us and this policy explains how we may collect information about you and then use it in order to satisfy your particular requirements. It also outlines some of the security measures that we take in order to protect your privacy and gives certain assurances on things that we will not do.

2. Collection of information

VTNZ collects your details to enable us to inform NZ Roadside Assistance Ltd that you have purchased Roadside Assistance cover for your vehicle, and so we can communicate with you when your VTNZ Roadside Assistance is due for renewal. Very occasionally you **may** be contacted by an official research agency appointed by VTNZ to allow us to improve on our service to all our customers. The choice of taking part in the research is entirely yours! The agency used by VTNZ is a reputable agency and uses the information on a one-time only basis, after which it is then destroyed. You will receive no spam communications from us and we will not share, sell or trade your information with external agencies for further communications. Your details will be stored securely on our server and can only be accessed by VTNZ employees and employees of NZ Roadside Assistance Ltd.

3. Use of Information

What We Will Do

We may use personal information about you for a number of purposes, including:

- To advise you when a product or service you have purchased from us is due for renewal
- To help us identify you when you telephone us to make an enquiry. For example, we may ask you for your telephone number and vehicle licence plate numbers so that we can avoid disclosing information to a person who is not authorised by you to receive it
- To respond to enquiries from you

What We Won't Do

We will not:

- Send you communications that you do not expect to receive as part of your VTNZ Roadside Assistance Membership
- Disclose your personal information (unless authorised to do so)
- Share, sell or trade your contact information to parties who are not part of our business

4. Disclosure of Information

We may disclose information we hold about you to third parties where VTNZ has contracted those third parties for the purpose of providing services you have requested, or as part of the process of sale of one or more of our businesses, or where legitimately requested for legal or regulatory purposes, as part of legal proceedings or prospective legal proceedings.

5. Protection of Information

We maintain strict security measures in order to protect personal information. This includes following certain procedures, for example to check your identity when you telephone us, in order to ensure compliance with all applicable legal requirements.

6. Access to Personal Information

You are welcome to contact us at any time to access and update your personal information or to opt-out of receiving further communications or have your details suppressed from sending to a research agency (which is only done for a one time use). Simply contact your VTNZ station where you visited us last. Alternatively you can contact VTNZ Head Office, PO Box 10057, Wellington 6143 or customer.enquiries@vtnz.co.nz or phone us on 0800 88 88 69.

When you contact us to make changes by phone, we will need to verify that you are the Member authorised to obtain and update personal information. We will therefore ask you for your name, address and vehicle licence for the vehicle that has VTNZ Roadside Assistance cover.

7. Credit Card Details

When you join VTNZ Roadside Assistance or renew your existing Membership your personal information will be stored on a secure database. Your Credit Card details on the application form will not be stored and will be securely destroyed immediately after the Credit Card transaction has been completed.

8. Further Information

If you would like any further information or have any comments on our Privacy Policy, then please write to us at the address below. We may amend this policy from time to time, in which case the amended version will be published on our website and a copy may be obtained by writing to:

Privacy Officer
VTNZ
PO Box 10057
Wellington 6143
New Zealand

This Policy applies to personal information held about individuals. It does not apply to information we hold about companies and other organisations.

The Office of the Privacy Commissioner¹ has further details of the New Zealand Privacy Act and how it protects personal information in New Zealand.

¹<http://www.privacy.org.nz/>