



**AUCKLAND PANEL & PAINT
GROUP LTD**

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APP Privacy Statement For Customers
11-12-2020 Version 1

INTRODUCTION

Auckland Panel and Paint Group Limited complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz

WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM?

We collect personal information about you:

- direct from yourself, when you provide that personal information to us in person, through a family member designated by yourself, or either by phone, text, submission form from website or email.
- through your insurance company or broker using ORM, PNET, Repairnet, email or by phone.
- third parties where you have authorised this or the information is publicly available.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We will use your personal information:

- to contact you directly regarding your repair.
- to contact your insurance company when more information is required that directly relates to the repair.
- to provide to a third party e.g., towing company to pick up a vehicle, sublet e.g., work that is being done at your residence and only the relevant information that directly relates to the repair.
- for analysis from survey results for internal use only or if you ask for us to contact you directly regarding your repair.

DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- your insurance company, broker, a third party or supplier if there is information relevant to expedite a timely repair.
- your insurance company, broker or police if an issue arises that involves the safety of our staff or other customers.
- Your insurance company, broker or police if a situation of wilful and malicious damage to buildings or others vehicles on the APP site.
- your insurance company, broker or police if a situation arose that comprised the safety of yourself or other people in the vehicle e.g., drunk or impaired driving.
- your insurance company or broker that was a sensitive matter whereby the customer is vulnerable e.g., living in their vehicle.
- any information that is relevant to a non-promoted car hire company of your own choosing e.g., Acorn or Right to Drive.
- to contact the insurance company or police if we believe the claim to be fraudulent, stolen vehicle, or the vehicle has been used in an unreported incident e.g., hit and run. We would receive this information via a third party e.g., CRA, MTA, Insurance companies, etc.
- a debt collection agency e.g., Baycorp for debt incurred from non-payment of monies owed to APP.
- emergency services in the event of a medical emergency on our premises or while driving our rental vehicle.
- NZ Police, Auckland Transport or other such agency for the purpose of changing an infringement notice over to you, as the customer.
- APP insurance agency if you have an accident in our rental vehicle.

CHANGES TO THIS POLICY

There may be changes to this policy in the future which will be made available on request.

PROTECTING YOUR PERSONAL INFORMATION

APP will:

- take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.
- secure any debit or credit card information relating to a hire vehicle. These documents will then be destroyed, by shredding at least a month after the repair (in case of any infringement notices received after the repair date).

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable information that we hold and to request a correction to your personal information.

INTERNET USE

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.