

## **Growing Kiwi Gardeners Privacy Policy**

Growing Kiwi Gardeners is committed to protecting your privacy in relation to your use of our services, and as such, fully complies with the New Zealand Privacy Act 2020. This Privacy Policy applies to our website and governs all forms of personal information and related data collection and usage by us.

Growing Kiwi Gardeners has adopted New Zealand's Privacy Principles (NZPP'S) contained in the Privacy Act 2020.

By using our website, or otherwise supplying your personal information to us, you consent to the data practices described in this Policy.

Growing Kiwi Gardeners may review and update this Privacy Policy on occasion (for example to reflect changes to the Privacy Act). Any revision or update will be published on the Growing Kiwi Gardeners website.

### **What is Personal Information and why do we collect it?**

Personal information is information or an opinion that identifies an individual. Most of the Personal information that Growing Kiwi Gardeners may collect about you, will be voluntarily provided by you, or your authorised representative, when you engage with us, to allow us to deliver the services that you have requested.

Examples of Personal Information we collect may include;

- Your name (including that of your authorised representative, if applicable),
- Your contact details, including email addresses, phone, and early childhood centre.

This Personal Information can be captured in many ways including webinar, workshops, purchasing online services, by telephone, by email, or via our website

[www.growingkiwigardeners.co.nz](http://www.growingkiwigardeners.co.nz)

### **Disclosure of Personal Information**

Growing Kiwi Gardeners will only disclose your information as authorised by you, as required by law or where required for us to provide our services. Growing Kiwi Gardeners will not, sell, rent or lease any client list or information to third parties.

### **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss from unauthorised access, modification or disclosure.

Growing Kiwi Gardeners may hold your Personal Information in either an electronic or hard copy form.

Personal information collected in hard copy form may be subsequently converted to electronic form. Hard copy information that remains as such, will be securely stored at Growing Kiwi Gardeners premises.

Personal information held or provided to us in electronic form is held on servers controlled by third parties under contractual arrangements with Growing Kiwi Gardeners. Growing Kiwi Gardeners uses physical security, password protection and other measures that ensure that Personal Information stored in electronic form is protected from misuse, interference and loss: and from unauthorised access, modification and disclosure. However, it is not possible for any organisation (including ours), to state that 100% security can be guaranteed.

### **Retention of Personal Information**

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files (electronic or hard copy) which will be securely retained by us for a minimum of 7 years.

### **Access to your Personal Information**

You have the right to request a copy of the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions, if you think it is incorrect.

If you wish to access your Personal Information, please contact us in writing. Growing Kiwi Gardeners will process your request as soon as possible, no later than 20 working days after we receive your request.

In respect of a request for correction, if we think the correction is reasonable, justified and we are reasonably able to amend the Personal Information, we will make the correction.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

### **Third Parties**

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **Maintaining the Quality of your Personal Information**

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, and complete, this may involve us contacting you directly.

### **Use of Cookies**

The Growing Kiwi Gardeners website uses cookies. A cookie is a small element of data that our web site may send to your computer. A cookie is typically stored on your computer's hard drive and permits our web site to recognise you when you return, to our web site. Our use of cookies helps us to provide you with a better experience during your use of our website by allowing us to understand what areas of the site are of interest to you. You may configure your web browser to not accept cookies, although you may experience a loss of functionality as a result of this action.

### **Role of the Privacy Officer**

Growing Kiwi Gardeners have adhered to recommended guidelines from the Privacy Commissioner, and as such have appointed an internal Privacy Officer. As part of their role, the Privacy Officer needs to ensure that Growing Kiwi Gardeners internal policies and procedures are fully compliant with requirements under the Privacy Act 2020.

### **Privacy Policy Complaints and Enquiries**

Growing Kiwi Gardeners want to know if you have any concerns about our privacy practices, whether these relate to the way we collect or share information about you or our decision on your access request. If you do have any concerns at all, please contact our Privacy Officer and they will endeavour to resolve any issues. Growing Kiwi Gardeners Privacy Officer's contact details are recorded below.

Privacy Officer

Anita Croft

Phone: 021 0478 844

Email: [anita@growingkiwigardeners.co.nz](mailto:anita@growingkiwigardeners.co.nz)