

L.W. Bonney & Sons LTD

Last updated August 2018

PRIVACY POLICY

The nature of the services we offer requires that we collect your personal information from time to time. In collecting your personal information, we will comply with the privacy laws of New Zealand, including in particular the Privacy Act 1993 and the 12 privacy principles. This privacy statement further details how we collect, use and store your personal information.

Scope of this privacy statement

This privacy statement relates to personal information as that term is defined in the Privacy Act 1993. Personal information generally includes any information about an identifiable living individual or from which a living individual could reasonably be identified, but with exception for information which is a publicly available.

Where such individual is a minor, reference in this privacy statement to 'you' shall refer to that minor and/or their parent or legal guardian, as the context requires. Where consent has been given on behalf of a minor, we shall assume that such consent has been validly given, unless advised otherwise.

Collecting your personal information

We will only seek to collect personal information that is necessary for us to efficiently or effectively carry out our services.

- **Website:** Generally, the type of personal information we would seek to collect include your name, date of birth, address, ethnicity and contact information. This type of personal information is necessary and relevant to many aspects of the services which we may offer from time to time, including but not limited to: Our website: We collect and process different types of personal data via www.bonneys.co.nz.
- **Contact with L.W. Bonney & Sons:** The website offers companies various options for contacting Bonney's. You can, for example, request information - without any obligation - about our services. To be able to respond to your information request, we need your name, company name, telephone number and email address.

Do you have any suggestions, complaints or feedback about our website, our company or our services? Your feedback will help us further improve our services. We ask your name, company name, telephone number and email address, so that we can contact you after receiving your feedback or complaint.

- **Quotation request and price calculation:** In order to receive a non-binding quotation for your transport requirements, you have to leave your name, company name, address, telephone number and email address. We will send you the non-binding quotation by email. We will only use your telephone number if we have any questions about your quotation request. To enable us to prepare an appropriate quotation, you must provide the relevant details relating to the job.
- **Visitors to the business site:** To be able to guarantee the security of visitors to the Bonney's depots, we may use camera images and registration lists. This concerns a

legitimate interest on the part of Bonney's.

- **Registration lists:** To make sure that Bonney's is aware of the number of people (including visitors) present at its business site at any time, we make use of a registration list for visitors. Each visitor must fill in this registration list, stating their name, company telephone number, car registration number and time of arrival and departure. In the event that any emergency occurs, Bonney's will be able to check on the basis of these registration lists which visitors are still in the building or on the site.
- **Your rights:** You have the right to request Bonney's for access to or the rectification or erasure of your personal data and the right to restrict the processing of data relevant to you. In certain circumstances you also have the right to object to specific forms of processing and the right to have your personal data transferred to you.

Our preference is to collect your personal information from you directly. This will generally be done through direct conversation and your use of our website and when you complete an online form.

We may also capture IP details when you use our website and we also use "cookies". These "cookies" may collect anonymous information from your computer and our website may use and combine such passively collected information and allows us to remember important information that will make future visits to the site more useful and promote our products or services to you by way of targeted advertising. You may use the various options on your browser to warn you each time a "cookie" is being sent. You can also turn "cookies" off at any time. However, in doing so you will restrict the access you might have to many features available on our website.

You are not obliged to provide us with your personal information, however without it, our ability to adequately and appropriately offer you our services may be restricted.

Using your personal information

We will only use your personal information as necessary for us to carry out our services. If we wish to use your personal information for promotional purposes, we will only do so with your consent.

Your personal information will be disclosed only to those persons who require the information for such purposes. Such persons will generally include our staff. We will only disclose your personal information to third parties if such disclosure is in accordance with the purpose in which the information was collected. We will otherwise only disclose your personal information with your consent or if required or authorised by law.

Storing your personal information

We will safely store your personal information. We will retain it only for so long as it may be required by us, or as otherwise required by law.

We may engage the services of a specialised agency to store or destroy your personal information on our behalf. We will take all reasonable steps to ensure that such agencies comply with the Privacy Act 1993.

Please keep us informed of any changes to your personal information. You are also legally entitled to access your personal information and to request that your personal information be corrected. Please contact us if you would like to do so.

Complaints

You are welcome to contact us if you have any complaints or concerns about anything covered in this privacy statement. We will endeavour to deal with any complaints or concerns as quickly as possible, but in any event, in accordance with the timeframes and procedures set out in the Privacy Act 1993.

Alternatively, a complaint can be made directly to the Privacy Commissioner.

Changes to this privacy statement

Please note, we may need to update or amend this privacy statement from time to time to reflect changes in our business or the law.