

Website Terms of Use and Privacy Policy

General

The website terms and Privacy Policy (referred to together as 'the terms') apply whenever you access our websites, as either a visitor or as a user.

If you access one of our websites, we'll assume that you have read the terms and agreed to them.

The terms include information on out how Information Logistics Company Limited (Infolog, also referred to as 'us' and 'we') use and protect any information you give us when you visit or use either of our websites (www.infolog.co.nz; www.infolog.nz; or www.infolog.net.nz).

The collection, use, storage, disclosure and correction of personal information is governed by New Zealand law. Personal Information is collected, used, stored, shared and retained in accordance with these terms and New Zealand law. New Zealand courts have exclusive jurisdiction.

Your privacy is important to us. If you have any questions about using our website services or our privacy policy, please contact us directly.

We are not responsible for external sites that are linked to or from our website so please review their individual policies.

Collection of Information

When you visit our website your IP address and the date and time of your visit to the site is logged and recorded by our servers.

We also may collect personal information (information that could be used to identify you personally) including contact details, when you apply to use one of our services, or log in to a website to use our services or when you provide feedback to us.

Keeping your personal information safe is a priority and Infolog takes care to protect it and guard against any unauthorised access to it.

You may decline to provide any information that we ask for, but obviously it may mean that we are not able to provide you with the services you would like.

How Infolog Collects Information

To provide our services to you, Infolog requires certain information about yourself and your company (if applicable) which will often include personal information. We only hold and use personal information for the purposes for which it was provided (see Use of Information below).

As well as any information that you provide directly, as part of any application to use our services, you agree that we can also collect information from appropriate third parties in order to establish and administer your account. This is set out in the application process and the particular terms and conditions that apply to that service.

Infolog takes all reasonable precautions to guard against unauthorised access to confidential and personal information, including the loss, misuse and alteration of the information held by Infolog on its servers.

Use of Personal Information

We use (and you agree we can use) personal information to allow us to do any of the following:

- process any application you make
- personalise your visits to our website and use of our services
- provide access to specific services
- process your queries
- enable us to improve the services we provide and offer other services to you
- manage your relationship with us
- keep you informed about changes and improvements
- meet any legal obligations we have
- conduct market research and statistical analysis.

We may from time to time send you emails, newsletters or messages inviting you to provide feedback to us about our services or advising of services and offers that we think could be of interest to you.

When personal information is no longer required for the purposes for which it was collected it will be deleted.

Disclosure of Your Information

When you use our services, you consent to our collecting and using the personal information that you provide in the manner described above and in any other agreement you have with us.

We will not disclose your personal information to any third party except in the circumstances set out here or in any other agreement that you have with us.

You agree that we can give your information to:

- Any person we need to in order to carry out your instructions
- Our agents and people who provide us with services
- Debt collection agencies and law firms or other authorities as necessary in the event you breach our terms and conditions or terms of use
- Any authority or agency where we are required by law to provide it and we believe the person asking is properly authorised.

We will only use your contact details for the purpose for which they were provided. We will not subscribe your email address to any external mailing list without your consent.

Accuracy of Information and Access

We will do our best to keep personal information we hold accurate and up-to-date. If you believe that the personal information we hold about you is inaccurate and requires correction, or if you would like to see the personal information we hold, please contact Infolog's Privacy Officer at info@info@info.co.nz.

Security

We maintain reasonable safeguards to protect our websites from unauthorised access and from unauthorised use, disclosure, alteration or destruction of the information we hold. This includes physical, electronic and managerial procedures and processes to safeguard and secure personal information that we collect online.

If you have any concerns or questions about security, please email our Customer Services team at info@info@info.co.nz

Managing your Information and Complaints

You can manage and control how you receive communications from us and the type of communications you receive. For example, you may choose not to receive newsletters or information about new or updated services and products. To unsubscribe from promotional emails simply click the “unsubscribe” line at the bottom of the email or email us at info@info@info.co.nz.

If you believe that we have breached your privacy in any way via our website or internet communications, then please contact Infolog's Privacy Officer at info@info@info.co.nz

Cookies

Cookies are a small data file that your browser may save on your computer or device when you are visiting a website. It usually includes an anonymous, unique identifier. Infolog's website uses cookies, including for user authentication and keeping track of your usage of our services. Cookies help us to provide you with a customised experience without having to remind us of your preferences each time you return to our website. Cookies cannot damage files, nor can they read information from the hard drive of a computer.

Third party sites, accessed through our website, may also create and access cookies, which will be subject to their respective privacy policies.

If you do not wish cookies to be placed on your computer or device then they may be disabled in your web browser. Doing this may restrict your ability to access some web pages.

Changes

Changes in these terms will be posted on our website. We encourage you to check this page from time to time to ensure that you are aware of, and comfortable with, any changes.

General

Some of our services have their own specific terms and conditions that will apply when you subscribe to them. You should refer to these terms for information about your privacy obligations.

We will try and ensure our website is always available but there may be times that it isn't (for example when there is a technical issue or maintenance is required). We are not responsible for any loss that anyone might suffer if our website cannot be accessed and we are also not responsible if someone accesses your personal information when they should not (this can sometime occur despite our best efforts to prevent it).

Last updated: May 2022