



**CUSTOM
DIGITAL**

Intelligent Control,
Sound and Vision

Privacy policy

Introduction – we value your privacy

Custom Digital Limited (**we, us, our**) complies with the New Zealand Privacy Act 2020 when dealing with your personal information.

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

We provide services that include the supply, installation, and monitoring of home automation systems, including audio visual, home control, networking and CCTV and security for your home (**Services**). We collect information from you that is necessary to provide our Services.

Changes to this policy

We may change this privacy policy by uploading a revised policy onto our website. Your continued use of the Services means you agree with these terms and future versions of this privacy policy.



This privacy policy was last updated in May 2023.

What information do we collect?

Personal information is information about an identifiable individual (a natural person) and can include:

- Name
- Email
- Telephone number
- Social media information and profile
- Date of birth
- Physical address
- Gender
- Login and password information

We also collect information to optimise your user experience in relation to our Services which include:

- Type of smart appliances and systems;
- Device identifier and hardware information;
- IP address, browser type and language;
- Cookie information (further discussed in section 9 below);
- Location (GPS) information;
- System type (whether you have enabling software to access certain features, access times, referring website URLs, information about your home and usage of systems, applications, appliances and other appropriate equipment connected to your network); and
- The hardware version you are using.



How do we collect personal information?

Directly from you

When you:

- Enquire about our Services;
- Create an account via our Services;
- Sign up for email updates or to receive our newsletter and/or advertisements;
- Use a Service that requests or requires information regarding your home, hardware or location;
- Are referred to us through a marketing promotion; or
- Participate in a marketing survey, promotion or event.

Cookies

We may use cookies to track how you use our Services and which emails you open. We may also use a third-party service provider to collect analytical information on an anonymous basis related to your use of the Services, such as Device state information, Device hardware and OS information, and information relating to how our Service works.

If you have chosen to identify yourself, we may use session cookies containing encrypted information to identify you and facilitate your use of the Service. Session cookies are required to access content on some of our Services. After you leave a Service and close your browser, a persistent cookie remains. Persistent cookies can be removed by following your help file directions in your web browser.

Most web browsers automatically accept cookies. If you do not wish to receive any cookies, you can disable these in your browser but note that some features of our Services may not work properly.

Third parties

Where you have authorised this or is publicly available.

At the time of this policy, we currently work with the following providers: Heatmiser, Control4, Sonos, HikConnect, and OVRC. We may work with other providers in the future which you will be made aware of as we set up your account.



How we use your personal information

We always want to provide you the best possible customer service and to do so we will use your personal information to:

- Remotely control and modify your home automation (when requested by you);
- Manage your home and office automation;
- Provide the information, products and services you request;
- Send you email updates, announcements and/or newsletters;
- Identify your product and service preferences;
- Enhance, customise and personalise your experiences and communications with Custom Digital;

- Help us design and administer our Services;
- Provide information concerning possible breaches or products and equipment you have purchased; and
- Improve our customer service.



Who do we disclose your personal information to?

We only provide your personal information to third parties where it is needed to operate our Services. This may include:

- Our data security partners and companies that we use to store your personal information.
- Law enforcement and emergency services agencies: we may disclose your personal information where required or authorised to do so by law, including in emergency situations and to assist law enforcement agencies with active investigations. We will always ensure that those to whom we disclose your personal information have the legal right to receive it.
- Fraud protection organisations: we may also share information with companies assisting in fraud protection or investigation; and
- Other organisations, to prevent illegal uses of our products and services, or to defend ourselves against third-party claims.
- Any other person authorised by you.

We do not share, rent, or sell your personal information to third parties.

A business that supports our Services may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand. We use Keeper Security to store your login and password information which is based overseas.



How is your personal information secured?

We will take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. However, we can't guarantee the privacy of your personal information due to errors in transmission or the unauthorised acts of third parties. Where possible, we will ask that any third parties to whom we may transfer your information take comparable steps to secure your personal information.

The types of protections we have established include:

- We hold the personal information that you provide us, along with a record of your purchases, in a secure private database.

Email is not a secure form of communication. Please do not send us your personal information via email.



Accessing and correcting your personal information

You can access or request a correction to your personal information by contacting us. You must provide evidence of who you are and set out the details of your request.

If we think the correction is reasonable and we can change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on your personal information that you requested the correction.

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

We may also refuse to provide you access to your personal information. Where we do, we will provide you with a written explanation. If you are not happy with our reasons, you have the right to complain to the New Zealand Privacy Commissioner.

What if you don't provide personal information?

You are not obliged to provide us with your personal and associated information.

However, if you do not provide your:

Personal information:	some features of our Services may not be available to you, or we may not be able to provide you with the information, assistance or services you have requested.
Associated information:	our products and Services may not be able to function in the way they are designed.

Privacy complaints

If you think your privacy rights have been breached, you can make a written complaint to us or the New Zealand Privacy Commissioner

info@customdigital.co.nz
or
www.privacy.org.nz/your-rights/how-to-complain/.

Please provide as much detail as possible about your complaint to assist us with our inquiries.

We will acknowledge receipt of your complaint in writing and investigate the complaint as soon as possible. We will respond within a reasonable time, subject to the complexity of the investigation.

Contacting us

If you have any questions about this privacy policy or would like to request access to, or correct your personal information, please contact our privacy officer.

info@customdigital.co.nz

Acknowledgement by client

I/We acknowledge that I/We have received a copy of this document and have read and understand the terms of Custom Digital's privacy policy as it relates to me/us.

Signed: _____

Date: