

Privacy Policy

SPEERSTRA HART LIMITED | Updated 23 October 2026

About this policy

In this policy, "we", "us" and "our" mean Speerstra Hart Limited. We respect the privacy of personal information and handle it in accordance with the Privacy Act 2020. This policy explains how we collect, use, protect and disclose information about identifiable individuals, including people connected with properties we value. Speerstra Hart Limited collects and holds the personal information described below.

What personal information we collect

Depending on the services requested or your dealings with us, this may include:

- Names, contact details, roles and relationships to a property or organisation, including those of clients, owners, tenants, agents and other contacts.
- Information relevant to valuation and property services, such as ownership, leases, rents, occupancy, transaction details, correspondence, financial information and property photographs where these identify someone.
- Information needed for quotations, contracts, invoicing, credit assessment (where applicable), recordkeeping and professional administration.
- Information submitted through our website or enquiries, and limited website or technical information such as IP addresses, browser data and cookies where collected through website services or analytics.

How we collect your information

We collect information directly from you through our website, email, telephone, correspondence, meetings, inspections or instructions. Where the law permits, we may also collect information indirectly from clients, landlords, tenants, property managers, real estate agents, solicitors, lenders, advisers, other relevant parties, property records and publicly available sources. Indirect collection must have a lawful basis under Information Privacy Principle (IPP) 2 or another applicable law.

Providing personal information is generally voluntary unless a particular law requires it. If relevant information is not provided, we may be unable to respond to an enquiry, accept an instruction, complete a valuation or administer our services. Where information is compulsory, we will explain the applicable legal requirement when appropriate.

Indirect collection and Principle 3A (from 1 May 2026)

Where we obtain your personal information from someone other than you, IPP 3A requires us to take reasonable steps, unless a statutory exception applies, to ensure that you are aware that information has been collected; why it was collected; its intended recipients; the name and address of the organisations collecting and holding it; any particular law authorising or requiring collection; and your rights to access and request correction of that information.

We take those steps as soon as reasonably practicable after collection (or earlier). Notification may be given directly or through a person providing the information, where we have reasonable grounds to believe you have received the required details. Exceptions can apply, for example where you have already been informed, the information is publicly available, notification would not prejudice your interests, or notification is not reasonably practicable. We assess exceptions in the circumstances; publishing this policy alone may not meet every individual notification requirement.

Why we use your information

We use personal information to assess and respond to enquiries; undertake property valuations, rent reviews, negotiations and related advisory work; communicate with parties to an instruction; prepare and issue reports where authorised; manage accounts and payments; maintain records and quality assurance; manage risk and complaints; and meet legal or professional obligations. We may communicate about our services or related business matters where permitted by law, and provide any required option to unsubscribe from promotional messages.

Who may receive your information

Where appropriate and permitted by law, information may be provided to the instructing client and authorised report recipients; relevant lenders, insurers, advisers, agents or other parties involved in the instruction; our professional advisers and service providers (including IT, document storage and accounting providers); and courts, regulators or authorities where required or authorised by law. Disclosure remains subject to applicable confidentiality and report reliance restrictions.

Property information is not automatically exempt from privacy protections. We may use relevant property and market evidence in our professional work where lawful, including in a de-identified form, but we do not treat unmarked property information as unrestricted permission to disclose personal information.

If you provide information about someone else

Please ensure you have a lawful basis to give us information about another person and tell us about relevant confidentiality restrictions or notification arrangements. We will consider our own obligations under IPPs 2 and 3A. Where we provide you with another person's personal information, it must be handled only for lawful and authorised purposes and consistently with applicable engagement terms.

Overseas services and digital tools

We may use cloud, business software and other service providers that store or process information in or outside New Zealand on our behalf. Such processing is not necessarily an overseas disclosure under IPP 12, but we must still apply reasonable privacy and security safeguards. Where we disclose personal information to an overseas recipient for its own purposes and IPP 12 applies, we will rely on an applicable legal basis, such as comparable privacy safeguards or informed authorisation.

Digital and AI-assisted tools may support our professional services. Where personal information is involved, we remain responsible for complying with privacy and confidentiality obligations.

Accuracy, access and correction

We take reasonable steps to keep personal information accurate and relevant for its intended purposes. You may ask us whether we hold personal information about you, request access to it, or ask for its correction. We may verify identity before releasing information. We will respond in accordance with the Privacy Act, generally within 20 working days, subject to lawful extensions or withholding grounds. If we do not make a requested correction, you may ask us to attach a statement of correction to the information. We may charge only where the law permits.

Security, retention and privacy breaches

We use reasonable safeguards against loss, misuse, unauthorised access and disclosure, including appropriate access controls and secure handling of client files. Information is kept only as long as reasonably necessary for our services or lawful professional, recordkeeping, tax, contractual or claims-related purposes, and is then securely disposed of where appropriate.

If a privacy breach has caused or is likely to cause serious harm, we will notify the Privacy Commissioner and affected individuals as soon as practicable, subject to any lawful exception. Please contact us promptly if you are concerned about the security of information held by us.

Website usage

Our website may use cookies, technical logs and analytics services to operate the site, understand usage and improve our services. You can manage cookies in your browser settings, although disabling them may affect website functions.

Complaints, updates and contact

If you have a privacy question, complaint, or access or correction request, contact our Privacy Officer using the details below. You can also complain to the Office of the Privacy Commissioner (www.privacy.org.nz). We may update this policy as law and our services change; the updated version will show its review date.

Privacy Officer | Speerstra Hart Limited

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