

PRIVACY POLICY

Lakes Cabin Rentals Ltd

Introduction

This privacy policy explains how Lakes Cabin Rentals Ltd (**we, us, our**) each collect, use, disclose, store and protect personal information. We comply with the Privacy Act 2020 (the **Act**) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

By providing personal information to us you consent to us collecting, using, disclosing, storing and protecting your personal information in accordance with this privacy policy. This privacy policy is in addition to, and does not replace or amend, any privacy provisions that apply under a lease agreement (or similar agreement) between you (and any joint lessee) and us.

You are not required to provide the personal information that we request but, if you choose not to do so, in many cases we will not be able to provide our products and/or services.

What personal information we collect

We collect personal information in connection with cabin leases and the provision of associated services. Types of information we collect may include:

- Identity information (your name, date of birth, driver licence, passport)
- Contact information (your email address, phone number)
- Your address
- Your payment details (for example to facilitate a direct debit arrangement)
- Location data if location services are enabled
- Employment information
- Your credit history and credit score including the length of your credit file, number of unpaid defaults
- Information about the device you use to access our website or social media sites, such as IP address, browser type, time zone settings and mobile network information.

How we collect personal information

We collect personal information about you directly from you, through contact with us, for example, in a meeting, by email or through our website. We may also collect information from third parties including from related businesses, and your advisers (with your consent). We may also collect personal information from credit reporting agencies.

If you provide us with personal information about another person (such as a joint lessee), you are confirming they have authorised disclosure of their personal information to us in accordance with this privacy policy.

How we use personal information

We collect personal information for the following purposes:

- to process your application for a cabin;
- to undertake credit checks on you and to assess your credit worthiness;
- to provide our products and services (and to assist in improving our services);
- in connection with exercising our rights with respect to a cabin you have leased or agreed to lease, to the relevant site;

- to respond to communications from you;
- to make contact with you in the future about matters we believe will be of interest;
- in connection with defending, protecting and/or enforcing our legal rights and interests including defending a complaint, claim or other action;
- to conduct research and statistical analysis (on an anonymised basis);
- for any other purpose authorised by you or the Act.

Who we disclose personal information to

We may disclose your personal information to:

- businesses that support provision of our services including transport service providers, payment service providers, information technology service providers, cloud storage services, lawyers and accountants;
- cabin owners and their agents, representatives and advisers;
- credit reporting agencies (credit reporting agencies may hold your personal information on their systems and use it to provide credit reporting services including giving information about you to other customers of the crediting reporting agencies);
- third parties including the New Zealand Companies Office and the Personal Property Securities Register;
- lawyers and other professionals, and our insurers (and their advisers), in connection with defending, protecting and/or enforcing our legal rights & interests;
- debt collection agencies;
- the purchaser of some or all of our business (where we are satisfied they will use and protect your information to at least the same standards as us);
- any other person authorised by the Act or another law;
- any person authorised by you.

A business that supports provision of our products and services may be located outside New Zealand. This may mean that personal information may be held and processed outside New Zealand.

How we protect personal information

We will take steps that are reasonable in the circumstances to keep personal information safe from loss and from unauthorised access, use, modification or disclosure.

How long we keep your information

Except as otherwise permitted or required by applicable law, we will retain your personal information only for as long as we believe is necessary to fulfil the purposes for which the personal information was collected.

Accessing and correcting personal information

Subject to certain grounds for refusal set out in the Act, you have the right to access your personal information that we hold about you and to request a correction to that personal information. We can be contacted in one of the following ways:

- Phone Number: 0800 531 531
- Email Address: info@lcr.co.nz

Internet use

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We recommend that the site's privacy policy is reviewed before any personal information is provided.

Cookies and other data storing technologies

We use cookies, mobile device IDs, and similar data storage technologies when you visit our website (**Digital Platforms**). A cookie is a small block of text file stored on your device when you visit a website. Cookies helps us to identify your browser, and provide you with customised service.

We also use Google analytics tools which use cookies to monitor, collect, and information on traffic to and the use of our Digital Platforms.

You can prevent the use of cookies by disabling cookies on your browser. However, this may restrict your ability to make full use of our Digital Platforms.

Updates

We may change this policy by uploading a revised policy onto our website. The change will apply from the date that we upload the revised policy.