



# Privacy Policy

## 2025

### INTRODUCTION

NZ Autoglazing Ltd trading as Novus CMS (**we, us, our**) complies with the New Zealand Privacy Act 2020 (the **Act**) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

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

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see [www.privacy.org.nz](http://www.privacy.org.nz).

### CHANGES TO THIS POLICY

We may change this policy by issuing a revised policy from time to time. The change will apply from the date that we release the revised policy.

### WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM

We collect personal information about you from:

- you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g. telephone call or email), or when you buy or use our services and products
- your Insurance company, when they have engaged NOVUS CMS to carry out services on their behalf and for you as part of your Insurance Policy
- third parties where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

### HOW WE USE YOUR PERSONAL INFORMATION

We will use your personal information:

- to verify your identity

- to provide services and products to you
- to market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose)
- to improve the services and products that we provide to you
- to undertake credit checks of you (if necessary)
- to bill you and to collect money that you owe us, including authorising and processing credit card transactions
- to respond to communications from you, including a complaint
- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or the Act.

As part of our commitment to providing the best possible service to our clients, any calls you make to us may be recorded. Calls are recorded for quality assurance and training purposes, helping Novus CMS to monitor and improve the quality of the services it provides. Calls are also recorded for dispute resolution purposes, so that should a dispute arise there is a record of the information being disputed.

## DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- another company within our group
- any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products
- your Insurance company, when they have engaged NOVUS CMS to carry out services on their behalf and for you as part of your Insurance Policy
- a credit reference agency for the purpose of credit checking you
- other third parties (for anonymised statistical information)
- a person who can require us to supply your personal information (e.g. a regulatory authority)
- any other person authorised by the Act or another law (e.g. a law enforcement agency)
- any other person authorised by you.

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

## PROTECTING AND STORING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

We retain personal data collected by us for as long as is necessary for the purpose for which it was collected. Personal data may be held for longer periods where extended retention periods are required by law or regulation and as necessary in order to defend our legal rights.

## 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 suggest you review that site's privacy policy before you provide personal information.

## ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

This policy does not limit your rights under the Privacy Act 2020. Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at [ncmsapp@novuscms.co.nz](mailto:ncmsapp@novuscms.co.nz). Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

We will respond to your request, where required by law, within 20 working days from the date your request is received. We will inform you if this timeframe is not achievable and extend this timeframe as permitted by applicable law. Subject to applicable law, we may charge a fee to cover the costs of meeting your request.

If we do not agree to provide you with access to, or to amend or erase, your personal information as requested or otherwise meet your requests, we will notify you accordingly. Where appropriate, we will provide you with the reason(s) for our decision and the mechanisms available to complain about the refusal.

In some circumstances, and subject to legal obligations, we may not be in a position to grant access to your personal information or otherwise meet your requests with respect to your personal information.

If you still feel your issue or request hasn't been resolved to your satisfaction, then you can escalate your privacy concern to the Office of the New Zealand Privacy Commissioner <https://www.privacy.org.nz>