

LAUNDRLAB

Privacy Policy

Last updated: September 2026

LaundrLab ("we", "us", "our") operates a self-service laundry located at 8/201 Sandwich Road, St Andrews, Hamilton. We are committed to protecting your personal information and handling it responsibly, in accordance with the Privacy Act 2020 (New Zealand).

This policy explains what personal information we collect, why we collect it, how we use it, and your rights regarding that information.

1. Who this policy applies to

This policy applies to anyone who interacts with us, including:

- visitors to our website (laundrlab.co.nz)
- people who contact us by phone, email, or in person
- anyone who submits an enquiry or complaint

2. What personal information we collect

We collect only the information we need to run our business and respond to you. This may include:

- your name, email address, and any details you provide when contacting us
- the content of any enquiry or message you send us

We do not collect sensitive personal information such as health data, ethnicity, or financial account details.

3. How we collect your information

We collect personal information directly from you when you:

- submit a form on our website
- contact us by email or phone

When you submit a form on our website, your information is sent to us directly via Webflow's built-in form notification feature to our email inbox.

We may also collect limited technical information automatically when you visit our website, such as your IP address and browser type, through standard website analytics tools. This helps us understand how our site is being used and improve it over time.

4. Why we use your information

We use your personal information to:

- respond to your enquiries or complaints
- maintain our business records as required by law
- improve our website and services

We will not use your information for any purpose that is incompatible with why you gave it to us.

5. Who we share your information with

We do not sell your personal information to anyone. We may share it only in the following circumstances:

- with our website hosting and analytics providers, who process data on our behalf under their own privacy policies
- where required by law, such as if requested by a regulator or in response to a court order

Any third parties who handle your information on our behalf are required to keep it secure and use it only for the purpose we have specified.

6. How long we keep your information

We keep your personal information only for as long as necessary:

- enquiry and contact records are generally kept for up to 2 years
- you may request earlier deletion at any time (see section 8 below)

7. How we keep your information secure

We take reasonable steps to protect your personal information from loss, unauthorised access, disclosure, or misuse. These steps include:

- using password-protected systems to store digital records
- limiting access to your information to those who need it to do their job
- using secure, reputable providers for email and website hosting

While we do our best to protect your information, no system is completely secure. If you have concerns about the security of your information, please contact us.

8. Your rights

Under the Privacy Act 2020, you have the right to:

- ask what personal information we hold about you
- ask us to correct any information that is wrong or out of date
- ask us to delete information we no longer need (subject to our legal obligations to retain certain records)
- make a complaint if you believe we have mishandled your information

To exercise any of these rights, contact us using the details in section 9 below. We will respond to requests within 20 working days, as required by law.

9. How to contact us

If you have any questions about this policy, or want to make a request or complaint about how we handle your personal information, please get in touch:

- Email: laundrlabnz@gmail.com
- Phone: 026 684 2447
- Post: 8/201 Sandwich Road, St Andrews, Hamilton 3200

If you are not satisfied with our response, you can contact the Office of the Privacy Commissioner at privacy.org.nz or by calling 0800 803 909.

10. Changes to this policy

We may update this privacy policy from time to time. If we make significant changes, we will post the updated policy on our website with a revised "last updated" date. We encourage you to check this page periodically.