



Privacy Statement

1. Introduction

- 1.1 COMS Systems Limited (we, us, our) complies with the Privacy Act 2020 (the Act) and any subsequent amendments or Acts when handling personal information. Personal information is information about an identifiable individual (a natural person).
- 1.2 This statement sets out how we will collect, use, disclose and protect your personal information.

2. Changes to this statement

- 2.1 We reserve the right to modify or amend this statement at any time. All changes will be uploaded on to our website and will be marked with an effective date. Any information collected prior to the change in statement will be treated in accordance with the previous statement. Any information collected after the effective date of the statement will signify acceptance of the updated statement.

3. Collection of personal information

- 3.1 We collect personal information about you from:
 - a. You, when you provide personal information about yourself to us, including via our website and any related service, through any registration or subscription process, through any contact with us (phone calls or emails), or when you use our services or products.
 - b. Third parties authorised by you to provide personal information or who provide publicly available information.
 - c. A third party where this is allowed by law.
- 3.2 If possible, we will collect personal information directly from you.

4. What information will we collect?

- 4.1 We collect personal information, including information about your:
 - a. Name
 - b. Email
 - c. Employer and position
- 4.2 We collect some information about you automatically when you visit our website or use the Software, like your IP address and device type. We also collect information when you navigate through our website and use the Software, including what pages you looked at and what links you clicked on. Some of this information is collected using cookies and similar tracking technologies.

5. Purpose for collection of personal information

- 5.1. We will use your personal information to provide our services to you and your employer.

6. Protecting your personal information

- 6.1. We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. The database is encrypted.

7. Disclosure of your personal information

7.1. We will not share your personal information with any other agency.

8. Disposal of personal information

8.1. Your personal information will be securely disposed of after 14 days of requesting data removal.

9. Incomplete or inaccurate information

9.1. Where you do not provide us with all the information requested or the information you provide us is incorrect, we may be unable to provide you with a login to access our services on behalf of your employer/business.

10. Requests for correction or access to information

10.1. You have a right to access your personal information held by us where that information is readily retrievable. Access may be refused in limited circumstances provided for under the Act.

10.2. If you wish to access your personal information a request must be made. Within 20 working days of that request we will notify you of our decision. There may be circumstances in which this timeframe is extend and we will notify you of that.

10.3. We may decide to withhold all, or part of the information requested in accordance with the Act.

10.4. You may request a correction of information that you consider is inaccurate. Where the correction requested is not able to be made or we dispute the accuracy of the correction, we will make a note on your personal information.

10.5. If you would like to ask for a copy of your information, or to have it corrected, please contact us at info@coms.net.nz or 0800 266 797.

10.6. More information on privacy can be found on the Office of the Privacy Commissioners website <https://www.privacy.org.nz/>

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