

Authi - Privacy Policy

INTRODUCTION

Authi Limited (**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 applies to website users only and covers personal information collected via our website or when you contact us by email, phone, or online forms. For Authi's broader data practices in other contexts, see our **Organisational Privacy Statement**: <insert URL>.

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.

CHANGES TO THIS POLICY

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

This policy was last updated on 30 October 2025

WHAT WE COLLECT

We collect only what is needed for the purposes below.

- Contact details: name, email address, phone number, company, role.
- Communications: the content of messages, support requests, survey responses.
- Website usage data: pages viewed, links clicked, referral source, session timestamps, approximate location, device/browser data, IP address.
- Preference data: marketing preferences and cookie choices.
- Job applications (if applicable on site): CV/resume and related information you submit.

HOW WE COLLECT

- Directly from you: when you submit forms, subscribe, email or call us.
- Automatically: via cookies, tags, and similar technologies when you use the site.
- From third parties: limited to analytics or advertising partners where you have consented to such collection on our site.

WHY WE COLLECT

- To respond to enquiries and provide support.
- To operate, secure, and improve our website.
- To analyse aggregated usage and performance.
- To send updates or marketing where permitted and with opt-out.
- To meet legal, regulatory, and compliance obligations, and enforce our terms.

RETENTION

We keep personal information only as long as needed for the stated purposes or as required by law. Typical periods:

- Enquiry and support records: up to 24 months after last contact.
 - Marketing data: until you opt out or your consent is withdrawn.
 - Analytics data: per provider defaults or as configured to minimise retention.
- We delete or de-identify data when no longer required.

DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- 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
- 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.

We may transfer your information in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

PROTECTING YOUR PERSONAL INFORMATION

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

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

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 [insert email address]. 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 may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

ANALYTICS AND ADVERTISING

We may use analytics services to measure traffic and performance. These providers process limited data such as IP address and device identifiers. Where advertising technologies are used, we will request consent via the cookie banner and provide opt-out controls.

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.

COOKIES

We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the website. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of the website.

CONTACTING US

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at milton@authi.com