



# AGILE Research Ltd. Privacy Policy

## INTRODUCTION

AGILE Research Ltd. (**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 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 23 September 2021.**

## WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM AND WHAT INFORMATION WE COLLECT

We collect personal information from you when you visit our website and purchase our products and services.

We may collect technical information whenever you log on to, or visit the public version of, our Website. This may include information about the way users arrive at, browse through and interact with our Website. We may collect this type of technical information through the use of cookies and other means. See **AGILE Research Ltd. Website Terms for Use** for more details.

When you purchase our products and services, we collect personal information from you including your full name, contact information (email and physical address) and payment information and, if you consent, your institution and occupation details.

## WHY WE COLLECT YOUR PERSONAL INFORMATION AND HOW WE USE IT

We collect your personal information in order to:

- to provide services and products to you;
- to prepare and deliver a personalised copy of our publications for you if you purchased one or more of them;
- to improve the services and products that we provide to you;

- to market our services and products to you, including contacting you electronically (i.e., by email for this purpose);
- 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; and
- for any other purpose authorised by you or the Act.

Providing some information is optional. If you choose not to provide your full name and email address when purchasing our publications, we will be unable to prepare and deliver a personal copy of our publications that you purchased.

## **DISCLOSING YOUR PERSONAL INFORMATION**

We do not disclose personal information to third parties for them to use for their own purposes, unless required for our business operations or by law. We may disclose your personal information to:

- our accounting service provider (e.g. we use a third party supplier for our accounting);
- our website management service providers (e.g. we may use a third party supplier to host the Website);
- 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.

## **PROTECTING YOUR PERSONAL INFORMATION**

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

We keep your personal information safe by storing it in encrypted password-protected files and only allowing AGILE Research Ltd. staff to access it. We store all our data (including your personal information) on a secure cloud-based platform OneDrive. We use Microsoft Office 365 applications, Xero accounting software and PayPal.

We keep your information for as long as necessary for accounting purposes and, if you consented, for surveys and marketing by AGILE Research Ltd. When your information is no longer required for those purposes, we securely destroy it by securely erasing all digital records.

## **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 [agile.research.nz@gmail.com](mailto:agile.research.nz@gmail.com). 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).

## 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. Please see **AGILE Research Ltd Website Terms of Use** for more details.

## 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 [agile.research.nz@gmail.com](mailto:agile.research.nz@gmail.com).