

No Cotton Wool Kids Privacy Policy

No Cotton Wool Kids complies with the New Zealand Privacy Act 2020 when dealing with personal information

Your privacy is important to us at No Cotton Wool Kids and we want you to be sure that you understand the terms and conditions relating to the way in which we collect information, and how we use that information. We may change or update this Privacy Policy from time to time, for example if there are any changes to the Privacy Act or to our business

What information do we collect?

We collect personally identifiable information. Providing this information will always be optional to you, however some services may not be available to you if you choose not to provide it.

We collect personal information from you

- when you provide that personal information to us, including via the website, or any related service, through any registration or subscription process, through any contract with us or when you buy or use our services and products.
- we also collect personal information about you from third parties where you have authorized this, or the information is publicly available

Aggregated Data - this information is generated by our systems as they track traffic through our sites. This information does not identify you personally and is not linked to the personally identifiable information that you may have provided.

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
- to improve the services that we provide to you
- to bill you and collect money that you owe us
- to conduct research and statistical analysis on an anonymous basis
- to protect and/or enforce our legal rights and interests including defending any claim
- and for any other purpose authorized by you or the Act

From time to time, we may run contests, or other promotions. If you participate, we may request your name, contact phone number, mailing address, email address, and other information, to administer the promotion.

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 center that we use
- other third parties
- any other person authorized by the act or another law (for example a law enforcement agency)
- any other person authorized by you

Cookies and Third-party Cookies

Cookies are small pieces of data stored by your browser on your computer's hard drive. Cookies do not contain personally identifying information. It does provide details of your IP address, the computers platform that you use (for example Mac or Windows), the browser that you use (for example Microsoft Explorer) With this information we can do the following

- track traffic patterns to our site
- ensure that the most relevant content is being shown

Most web browsers are set up to accept cookies. You can usually change your browser settings to refuse cookies. You will still be able to visit our sites with cookies disabled

Third party vendors including Google use first party cookies (such as Google Analytics cookie) and Third-Party cookies (such as double click cookie) together to inform, optimize and serve ads on Internet based on someone's past visits to our website. Personally identifiable information it is not stored by us or any third party.

You are free to opt out of Google's use of cookies by visiting Google's opt Out page

Clickstream Data

Clickstreams are the paths a user takes when navigating a web page or the internet in general. When you visit our website, our Internet Service Provider makes a record of your visit and logs the following information for statistical purposes - the user's assigned IP address, the user's top level domain name (for example.co.nz, .gov, .com.au, .uk etc.), the data and time and duration of visit to the site, and the type of browser and operating system used.

Accessing or correcting your personal information

The Privacy Act 2020 gives you the right to access and correct your personal information

If you request a copy of the information that we hold about you, we will process your request as soon as possible, no later than 20 working days after we received the request

Please note that although you have the right to request a copy of the personal information we hold about you we may sometimes need to withhold information under Sections 49 - 53 of the Privacy Act 2020. For example, if disclosing the information will breach the privacy of another person. If we need to withhold information for any reason, we will let you know why and under what legal grounds we are withholding it

You can request a copy of your information, or correction of your information, by talking to the person you are working with at No Cotton Wool Kids or by emailing us at info@nocottonwoolkids.co.nz

Making a complaint under the Privacy Act 2020

You have the right to make a complaint to the office of the Privacy Commissioner if you believe that we have not met our obligations under the Privacy Act, or have misused your information, or that we have not properly addressed your complaint. You can find out about making a complaint to the office of the Privacy Commissioner by going to the website

<https://privacy.org.nz/your-rights/making-a-complaint/>

Getting more information

If you have any questions about this Privacy Statement, or No Cotton Wool Kids policies and practices around privacy, you can email the Privacy Officer at megan@nocottonwoolkids.co.nz