

The Hororātā Community Trust – Privacy Policy

Last updated: July 2024

1 Who are we?

- 1.1 We are the Hororātā Community Trust (**Trust**), a registered New Zealand charitable trust.
- 1.2 The Trust respects your privacy rights and is committed to ensuring that we deal with and protect these rights in accordance with the Privacy Act 2020 (**Privacy Act**).
- 1.3 This policy (**Privacy Policy**) sets out how the Trust collects, uses, stores, and discloses your Personal Information when you visit the Trust's website (**Website**), and/or purchase tickets and other products from us, and/or otherwise provide Personal Information, through our Website and/or our third-party providers. This Privacy Policy does not limit or exclude any of your rights under the Privacy Act.
- 1.4 In this policy, the terms **we**, **our**, and **us** refer to the Trust, and **Personal Information** means information about an identifiable individual.

2 When do we collect your Personal Information?

- 2.1 We collect Personal Information from you when you:
 - a) use our Website, including when you submit any form through our Website;
 - b) make a donation through our Website;
 - c) purchase tickets or products through our Website or our third-party providers' websites (including Flicket);
 - d) enter any event through our Website or our third-party providers' apps (including Glide);
 - e) interact with our social media accounts or respond to email marketing; and
 - f) make an online enquiry with us.

3 What Personal Information is collected?

- 3.1 The Personal Information we collect may include (but is not limited to):
 - a) your name and contact information, including your email address, phone number, and physical address;
 - b) details of your device, browser, domain name and IP address, and the details of any website you linked from to our Website. Our Website may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer until you delete them) to collect information about your activities on the Website. You can choose to disable cookies through your browser settings. Please note that disabling cookies may affect the functionality of our Website; and
 - c) information that you provide to us in the course of your interaction and/or engagement with us, such as when you submit a customer service enquiry.
- 3.2 We use Google Analytics to analyse the use of our Website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our Website is used to create reports about the use of our Website. Google's privacy policy is available at: <https://policies.google.com/privacy>.

4 Why is your Personal Information collected?

4.1 Your Personal Information will only be used for purposes that are directly related to our activities, and when it is necessary for or directly related to such purposes.

4.2 We may use the Personal Information that we collect generally to:

- a) facilitate your use of our Website;
- b) create, process, and fulfil any orders placed through our Website;
- c) provide you with invoices and/or order confirmations;
- d) communicate with you about orders, products, marketing, and special offers, and to respond to any requests, inquiries, feedback, or concerns;
- e) undertake email marketing;
- f) improve our Website and/or products, to give you a better user experience;
- g) for statistical and analytical purposes;
- h) carry out our functions and business operations;
- i) protect and/or enforce our legal rights and interests, including defending any claim; and
- j) comply with the Privacy Act and other applicable privacy laws and regulations, and for any other purpose authorised by you, or the Privacy Act.

5 How can you control the use of your Personal Information?

5.1 If there are additional purposes (other than those outlined above at section 4) for which we wish to use your Personal Information, the purposes will be notified to you, and your consent requested to the proposed use.

5.2 You have the option not to provide us with your Personal Information, but this might affect your use of our Website, receiving tickets and/or products from us, us communicating with you, or us otherwise carrying out our general functions.

5.3 Unless you ask us not to, we may contact you via email to tell you about special offers, marketing, and new events and products. You can opt out of receiving future marketing communications from us by unsubscribing from marketing communications as a registered user account or through our contact form.

6 How do we store and protect your Personal Information?

6.1 We take the security of your Personal Information seriously and ensure that we comply with our legal obligations to protect your Personal Information.

6.2 Your Personal Information is held and stored securely by us.

7 Who is your Personal Information shared with?

- 7.1 We may disclose Personal Information to third parties for the purposes outlined at section 4 above, and for related purposes.
- 7.2 Some of these third parties may include (but are not limited to):
- a) third party service providers, suppliers, or contractors who we do ordinary business with (including website support providers, ticketing service providers, data storage providers, software providers, web-hosting providers, and payment systems operators);
 - b) third party freight and logistics providers (including courier companies);
 - c) selected providers and vendors authorised by us to carry out business activities for us; and
 - d) government and other regulatory authorities, where required or authorised by law.
- 7.3 Our Website may contain links to our third-party providers' websites that are not under our control. We are not responsible for the content on such websites, or the manners in which those websites collect, store, use, and distribute any personal information you provide. When visiting our third-party providers' websites, we encourage you to review the privacy statements of those websites so that you can understand how your personal information will be collected, stored, used and distributed. Your disclosure of personal information to our third-party providers' websites is at your own risk.

8 How long will we keep your Personal Information?

- 8.1 We will keep your Personal Information that we collect for as long as it is required for the purposes for which it was collected.
- 8.2 In most cases, once Personal Information is no longer required, we will securely destroy it or otherwise delete all identifying details so that only anonymised data is retained.

9 How do you request access, or correction of, your Personal Information?

- 9.1 You have the right to request access to your Personal Information held by us, or ask for it to be corrected if you think it is wrong.
- 9.2 When placing orders, if you do not type an answer to a required form correctly (i.e. your address), we may contact you through the contact details provided to confirm whether the information provided is correct.
- 9.3 If you would like to ask for access to your Personal Information, or to have it corrected, please contact our Privacy Officer via info@hororata.org.nz or our contact form.

10 How will we communicate changes to this Privacy Policy?

- 10.1 We may update this Privacy Policy from time to time.
- 10.2 We will notify you of any updates by publishing the updated Privacy Policy on our Website and providing you with at least 30 days' notice before the changes take effect. We encourage you to review this Privacy Policy periodically on our Website to stay informed about how we are helping to protect Personal Information.

11 How can you make a privacy complaint?

- 11.1 If you wish to make a complaint in relation to your handling of your Personal Information by us, please contact our Privacy Officer via info@hororata.org.nz. The complaint will be investigated

and responded to as soon as practicable, and in accordance with the time frames set out in the Privacy Act.

- 11.2 You may also contact the [Office of the Privacy Commissioner](#) if you are unsatisfied with how we have handled your Personal Information, or your complaint.