

Personal information collected

We collect personal information to carry out our business activities. The type of information we collect includes name, address, email, phone number, delivery information and any other information that you provide to us during our interactions. If you have an online account we will keep your login details and password.

In most instances, we collect personal information directly from you such as:

- The information you supply when enquiring about or purchasing a product or service (by phone, in person or electronically), when you interact with us via phone, email, mail, website, or when you deal with our staff at our premises.
- When you engage with us on social media (such as via Facebook or Twitter).
- When you are present at our premises or surrounding areas we may collect images and video surveillance of you and details such as age, height, gender and build.
- When visiting any of our websites we may collect the following information: the IP address, domain name, the date, time and duration of visits, the pages and documents accessed, the previous site accessed (i.e. the referring URL), the type of browser being used.
- If there is an incident/accident while visiting our premises, we may ask you to complete a Health and Safety form.

If we are unable to collect this information, we may not be able to provide you with the products or services, or carry out a particular activity you have requested or we are required to do.

Use of information

We collect personal information for the primary purposes of marketing, promoting, advertising, selling and delivering our services. In addition we collect personal information:

- To improve and personalise your experience with us, such as when you are at our premises, on-line or when otherwise interacting with us.
- To communicate with you and answer any questions or provide information or advice.
- To undertake our administrative and operational functions and for fraud, loss and theft prevention activities.
- To comply with laws or regulations or to comply with any directions given by regulators or authorities.
- Investigate a breach of any of our terms and conditions or any suspected unlawful activity.

We will also use your personal information for any purpose permitted by the Privacy Act or required by any other law.

If we are unable to collect personal information, we may not be able to carry out the specific activity or task, such as provide the products or services as requested.

How we share your personal information

We may disclose your personal information to undertake any of the purposes set out above, or where permitted or required by law or as otherwise detailed in this Privacy Notice. Recipients of your personal information may include:

- Our employees, contractors or service providers, to the extent reasonably necessary for them to carry out their duties/obligations. This may include internet service providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, research agencies, lawyers and business advisors.

Mondiale Freight Services Limited

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- Suppliers of products and services for delivery purposes.
- Any person where we are required or permitted by law to disclose information. This may include the police service, ambulance service, or government departments or regulators within New Zealand in connection with law enforcement activities and emergency services.

We require any third party to protect personal information against any unauthorised use, access or disclosure in accordance with the Privacy Act.

Cookie information and browsing history is also shared with third parties.

How we hold personal information

We hold your personal information in either electronic or hard copy form. When we receive information electronically we retain this information in our computer systems and databases. This includes computer software programs, internet servers, and hosted internet solutions. Information received in hard copy (commonly paper) is normally retained in our files and a copy may be made to our electronic files.

We may use third-party service providers to store your personal information and provide us with services. This means that we may transfer personal information, or access it from, countries other than New Zealand.

We recognise that we are accountable for your personal information wherever it is in the world and we will take reasonable steps to ensure that any third-party service providers we use can meet our privacy and security expectations.

We retain your information for as long as we need to carry out the purposes of collection, or longer if we are required to by law.

Security

We use industry standard security measures to safeguard and protect all personal information. This includes taking reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or unauthorised disclosure.

Wherever your personal information is stored, we take reasonable steps to ensure that it is protected against loss or unauthorised access, modification, use or disclosure. For example:

- Our systems are protected by firewalls and modern encryption standards.
- Our systems are password protected, and access is monitored and audited.
- All employees are required to adhere to IT and security related policies.
- Access to the personal information we store is limited to those staff members who have a legitimate business requirement to use it.
- We make privacy and information security training available to employees.
- We have a data breach management procedure in place.
- Information is backed up regularly, and backups are encrypted and held in secure storage facilities.

Cookies and identifiers

We use cookies and identifiers on our website to ensure a more streamlined online experience. We may use temporary (session) cookies or permanent cookies when devices access our website, which allows us to recognise individual browsers and track the web pages visited and web pages the device has navigated from. We use cookies to help improve your customer experience with us. Outlined below are some other reasons we use cookies:

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- To keep track of services viewed, so that we can send directly or through third party service providers, information and advertising about those services, or other similar related or services we think may be of interest.
- To measure traffic patterns, to determine which areas of our website have been visited, and to measure transaction patterns, produce data of web traffic and customer web activity through our website.
- To research and analyse habits so that we can improve our services and online content and customise this to individuals.
- To operate our website efficiently with a high level of functionality.
- To measure the effectiveness of our marketing initiatives, measure the number of advertising referrals we have received to our website from other websites.

We also allow third parties to place cookies and other identifiers on our website to collect information on your browsing history. The third parties use the information for marketing or advertising purposes and to display customised or targeted promotional, marketing or advertising material on our website and on other websites or social media sites that you visit. Currently third parties include Google Analytics and Facebook

Remarketing

We supply cookie information (from your browser) about your browsing history on our website to the following remarketing providers (current as at the date of this Privacy Notice and may change from time) Facebook and Google.

Opting out from cookies, analytics and remarketing

You may modify your browser settings to accept or decline cookies. You may also go to www.allaboutcookies.org or to www.aboutads.info/choices for instructions on how to disable cookies. If you choose to configure your computer so that it disables cookies or does not accept them, you may not be able to make full use of our website.

You can opt out of remarketing, here [opt out of the DoubleClick cookie](#) and [double-check your Facebook Adverts settings](#)

Links to other websites and services

Our website may contain links to other sites which we do not administer. These are provided solely for the convenience of our visitors. We are not responsible for the content of these websites or how your personal information will be handled. We are not liable in respect of any use of these linked websites.

Accessing and correcting your personal information

Please contact us if you would like access to the personal information we may hold about you or if you would like us to update or correct it. We may require further information to assist the retrieval of information and or verify your identity and reserve the right to charge a reasonable fee for gaining access.

We will handle any request in accordance with the relevant privacy regulations. Generally, if requested we will amend any personal information which is inaccurate, incomplete or out of date. If we are not able or unwilling to provide access to any personal information or to correct any personal information held by us, we will provide reason for declining to provide.

Enquiries on how to access personal information can be emailed to:

Leeanne.Shepherd@mondiale.co.nz

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Privacy Complaints

Any concerns that we may have breached our privacy obligations or to make a complaint please contact us. If you make a complaint, we will endeavour to respond and resolve any complaints promptly. For more information about privacy generally, or if your complaint is not resolved to your satisfaction, you may contact the Office of the Privacy Commissioner at www.privacy.org.nz and on (04) 474 7590.