

Privacy Policy.

You Are Here Limited

You Are Here Limited Privacy Officer
Daniel te Kaat
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We manage personal information in accordance with the Privacy Act 2020. This policy applies to information collected by You Are Here Limited. We only collect information that is reasonably necessary for the proper performance of our activities or functions. We do not collect personal information just because we think it could be useful at some future stage if we have no present need for it.

1. When we collect your personal information:

We check that it is reasonably necessary for our functions or activities. We check that it is current, complete, relevant, accurate and not misleading. This will sometimes mean that we have to cross-check the information that we collect from you with third parties; We permit you to access your personal information in accordance with the New Zealand Information Privacy Principles.

2. For Clients

The type of information that we typically collect and hold about Clients is information that is necessary to help us manage the presentation and delivery of our services.

3. Information Security

We will take all reasonable steps to ensure the information you provide us remains secure and confidential and is only used for the performance of our activities or functions as a creative agency. We take a range of measures to protect your personal information from misuse, interference and loss, unauthorised access, modification or disclosure. These measures include ensuring all digital devices are password protected, offices are locked and only accessible by people with the correct authorisation.

4. Disclosures

We may disclose your personal information for any of the purposes for which it is primarily held or for a lawful related. We may disclose your personal information where we are under a legal duty to do so.

We outsource a number of services to contracted service suppliers (CSPs) from time to time. Our CSPs may see some of your personal information. Typically our CSPs would include:

Software solutions providers,
Accounts teams

5. Access & Corrections

Subject to some exceptions set out in privacy law, you can gain access your personal information that we hold about you. If you wish to access your personal information please contact Daniel directly, and ensure that you are in a position within the company to access this information. If you find that any information is incorrect, out of date or irrelevant you can ask us to correct it by contacting us.

6. Complaints

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy.

7. Complaints procedure

If you are making a complaint about our handling of your personal information, it should first, be made to us in writing. You can make complaints about our handling of your personal information to our Privacy Co-ordinator Daniel. You can also make complaints to New Zealand's Privacy Commissioner, Te Mana Matapano Matatapu

8. When we receive your complaint:

- We will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint;
- Upon confirmation, we will write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy.
- We may ask for clarification of certain aspects of the complaint and for further detail;
- We will consider the complaint and may make inquiries of people who can assist us to establish what has happened and why;
- We will require a reasonable time (usually 30 days) to respond; If we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis.