

At Kennards Self Storage we believe an individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

This privacy policy sets out details of how we collect, use, store and disclose your personal information. By accessing and using our website or our products and services, you consent to the collection, use, storage and disclosure of your personal information in accordance with this policy.

**HOW WE COLLECT YOUR INFORMATION** We will only collect personal information relevant to our business relationship with you. The personal information we collect will generally include:

- your name, address, telephone numbers, email address, date of birth and gender
- your business name, address, telephone number and email address
- trade references
- details of any licences or certificates which may be required to operate our equipment or to store or handle certain goods within our facilities
- information from third party sources such as data providers, lands titles offices, planning agencies and credit organisations, where permitted by law
- details of the device you have used to access any part of our website, including carrier/operating system, connection type, IP address, mobile payment methods, interaction with other retail technology such as use of NFC Tags or QR Codes which information may be collected and used by us automatically if you use our website, through the browser on your device or otherwise
- demographic information
- location data
- your connections with others whose personal information we may collect or hold
- credit card, debit card, PayPal, AliPay, WeChat Pay or any other online payment methods or gateways and direct debit details for your bank account in order to process transactions
- transaction details relating to your use of our products, services or rewards.
- Information about your use of our products and services (including through the use of CCTV)

You may choose to not provide us with this information, but not doing so may affect our ability to provide you with storage.

We will collect this information directly from you when you:

- register to use our products and services;
- use our products and services; or
- login to our website using your user name and password, or ;
- communicate or interact with us, whether by email, our website, telephone or otherwise.

You are required to keep us informed of changes to your information to enable us to have proper administrative processes.

We may also collect aggregated information generated by our system, which tracks your use of our products and services but does not identify you personally.

**WEBSITE USE** Our website uses server logs and web analytic tools (such as "cookies"). Cookies are small text files that are downloaded to your device by websites that you visit. When you use our website, these tools collect information such as the browser and operating system that you use, the internet protocol address of the device you use to access the site, search terms, your location and the content that you view when visiting the website.

You can set your browser to block all cookies, including cookies associated with our website, or to indicate when a cookie is being

set by us. If you set your browser to reject cookies you may not be able to access all the features of the website.

It may be possible for us to identify you from information collected automatically from your visits to our website. If you have registered an account with us, we will be able to identify you through your user name and password when you log on to our website. If you access our website through links in an email we have sent you, we will be able to identify you.

**HOW WE USE YOUR INFORMATION** We may use your personal information to:

- identify you, so we can ensure that your account is secure
- provide storage and related services to you and to communicate with you
- carry out our business which includes maintaining your account, planning, training, product development, research and analysis
- enforce our agreement with you in anyway
- fulfil our legal requirements (for example, disclosure to law enforcement agencies or the courts)
- or for any related purpose in connection with the above.

We may use any information that we collect from you that is not personal information (so you cannot be personally identified from it) for our business purposes, including:

- to assess how our customers use our products and services
- to improve our products and services
- for marketing and promotional purposes.

**OPT OUT** We may use your information to offer you products and services that we believe meet your needs. However, you can notify us at any time if you do not wish to receive these offers by emailing, calling, writing to or visiting the branch where you hold storage or held storage. We will act promptly on any such request.

**WHO WILL USE YOUR INFORMATION?** We generally do not share your personal information with others unless this is necessary for the purpose for which you gave us the information. While it is unlikely, we may be required to disclose your information to comply with legal or regulatory requirements. We will use reasonable endeavours to notify you before we do this, unless we are legally restricted from doing so.

Kennards may disclose information we retain about you, including your personal information to the following third parties or their agents:

- our related entities
- third parties who provide specific functions for our business, including identity verification, marketing, IT and analytics
- our professional advisors, such as consultants, bankers, insurers, brokers and auditors
- Government departments or law enforcement agencies (including the Police)
- any person than can demonstrate to our reasonable satisfaction a legal or equitable interest in the goods stored
- liquidators, administrators or other persons appointed to administer your financial affairs
- to any person who claims to have suffered loss or damage to any property or personal injury by reason of your use of our products and services
- debt collection services or credit reporting agencies
- to the buyer of our business and their advisors, in the event of a proposed restructure, sale or merger of our business
- your alternate contact person.

Some of the parties listed above may be located overseas, including Australia. Where your personal information is disclosed to parties outside New Zealand, we will ensure that the information will be protected to the same standard as it is by us in New Zealand, and that your rights to access and correct your personal information remain available, or we will obtain your express consent to the disclosure of your personal information.

We may disclose, sell or transfer to third parties any non-personal, aggregated information that we collect from you and our other customers.

**YOUR INFORMATION IS SECURE** We will ensure your personal information is kept secure and confidential, using up to date techniques which meet current industry standards. This includes the following:

- Only employees of Kennards Self Storage and those who perform services on our behalf, and are authorised to handle your information, will have access to your personal information.
- We will not retain any of your information for any longer than it is required by us except to fulfil our legal obligations or where you have consented.
- We will, with your help, keep your personal information accurate, complete and up-to-date.

We use our own and third party computer services including our website hosts, data storage and payment gateway(s), which may be located overseas.

**ADVERTISING AND THIRD PARTY LINKS** Our website may contain links to a variety of advertising and third party website sources. Some of these links may request or record information from users or use cookies or other methods to collect information from you. We have no control over the content or privacy policy practices of those sites and encourage you to review the privacy policies of those sites before using them.

**YOU HAVE ACCESS TO YOUR INFORMATION** You can access most of the personal information we hold about you and request corrections. This right is subject to some exceptions, for example, you may not obtain access to information relating to existing or anticipated legal proceedings.

You can request access to your information by visiting or contacting the branch at which you have storage. This service is free unless the information you request requires significant research or preparation time. Before we act upon requests of this nature, we will tell you how much this service will cost.

**WHAT TO DO IF YOU THINK WE HAVE MADE AN ERROR** Kennards Self Storage is committed to the protection of your privacy and our policies, processes and systems have been developed with this intent. However, sometimes human errors do occur. If you think we have made an error, we invite you to email, phone or visit the branch where you store or have stored. Where we have done the wrong thing, we will apologise and take all reasonable action to ensure that it does not happen again.

### **BREACHES OF YOUR PRIVACY**

We take our privacy responsibilities seriously. In the unlikely event that a suspected or actual breach of your personal data occurs, we will investigate the breach. We will notify you and the Privacy Commissioner if we reasonably believe that the breach has caused you serious harm, or is likely to cause you serious harm.

**CHANGES TO POLICY** We may change this policy at any time by publishing the amended policy on our website. We will endeavour to inform you of any changes to the policy by email or on the website. If you have any questions about our privacy policy or any changes to it, you can contact us by email at [operations@kennards.co.nz](mailto:operations@kennards.co.nz).

**COMPLAINTS** If you have a complaint about the way we have dealt with your personal information, please contact us at the above email address. We will make all reasonable attempts to respond to your complaints or requests.