

PRIVACY POLICY

Guardian Angel Security Limited (*we, us, and our*) complies with the Privacy Act 1993 and the Privacy Act 2020 (the *Act*) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

This privacy policy explains how we may collect, store, use, and disclose any personal information that you provide to us when using our services. Your continued use of our services provides your unconditional consent to us collecting, storing, using, and disclosing your personal information in the manner set out below.

1. TYPES OF INFORMATION THAT MAY BE COLLECTED

The following are the types of information we may collect:

- (a) **Information You Provide Us** - In the course of using our services, we may ask you to provide us with certain information, including contact information, such as your name, mailing address, email address, phone number, or fax number; unique identifiers, such as your user ID, or user password; demographic information, such as your date of birth or age; and financial information, such as your credit card number or similar information.
- (b) **Email Communications** - When you open emails from us, we may receive a confirmation notifying us that you opened the email, if your computer supports such capabilities. We also may keep track of what emails we send you and what emails you may be receiving from us.
- (c) **Information from Other Sources** - We may receive information about you (e.g., missing street number) from other sources and add it to your personal information.

2. HOW WE USE THE INFORMATION COLLECTED

We will not use or disclose your personal information except in accordance with the Act. As applicable, the information you provide to us may be used to:

- (a) verify your identity;
- (b) provide services and products to you including our monitoring service;
- (c) provide response to any emergency event you have either instigated or are listed as an escalation for;
- (d) market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose);
- (e) improve the services and products that we provide to you;

- (f) undertake credit checks of you (if necessary);
- (g) bill you and to collect money that you owe us, including authorising and processing credit card transactions;
- (h) respond to communications from you;
- (i) conduct research and statistical analysis (on an anonymised basis);
- (j) protect and/or enforce our legal rights and interests, including defending any claim, and for any other purpose authorised by you or the Act.

3. WHO WE SHARE PERSONAL INFORMATION WITH

We may disclose your personal information to:

- (a) another company within our group;
- (b) any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products;
- (c) our vendors involved in supplying our services including the monitoring centre and device vendors;
- (d) a credit reference agency for the purpose of credit checking you;
- (e) other third parties (for anonymised statistical information);
- (f) a person who can require us to supply your personal information (e.g. a regulatory authority);
- (g) any other person authorised by the Act or another law (e.g. a law enforcement agency);
or
- (h) any other person authorised by you.

A business that supports our services and products may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand.

4. SECURITY

Our services incorporates reasonable safeguards to protect the security, integrity, completeness, accuracy and privacy of the personal information that we may collect and we have put into place reasonable precautions to protect such information from loss, misuse and alteration. Your personal information is transferred to our computers utilising encryption software. Only those employees who need access to your information in order to do their jobs are allowed access. All employees who access your information have completed privacy training. Our security policies are reviewed periodically and revised as required.

5. DATA RETENTION

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services contact us at cs@guardianangelsecurity.co.nz. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

6. YOUR ACCEPTANCE OF THE PRIVACY POLICY AND NOTIFICATION OF CHANGES TO THE PRIVACY POLICY

By using our services, you signify your agreement to the terms of this Privacy Policy. We may amend this Privacy Policy at any time. If we make a material change to the way in which we collect, use, and/or share your personal information, we will post a notice on our services and / or send an email to users who have provided an email address. We will assume that you have given your permission for your information to be used under the terms of the Privacy Policy, as modified, if you do not respond to our email within thirty days or continue to use our services thirty days after a notice is posted. Please note that you should always update your personal information to provide us with a current email address.

7. CORRECTING/UPDATING PERSONAL INFORMATION

If your personal information changes (such as your email address or post code), or if you no longer desire to have access to our services, we will endeavour to provide a way to correct, update or remove the personal data you have provided to us. You may request that we do so by emailing us at cs@guardianangelsecurity.co.nz, signing into your online account and making the desired changes.

8. INTERNET USE

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk. If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

9. QUESTIONS ABOUT THIS PRIVACY POLICY

If you have any questions about this Privacy Policy or the privacy practices of our services, please contact us by email at cs@guardianangelsecurity.co.nz.