

## **PRIVACY STATEMENT**

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Your privacy is important to Law Plus. This privacy statement covers our collection, use, and disclosure of your personal information. It has been prepared in accordance with our obligations and your rights, as set out in the Privacy Act 2020.

From time to time we may amend the statement in response to developments in our services or privacy best practice.

### **What kind of personal information we collect**

The personal information we collect may include your name, date of birth, address, email address, telephone number, and gender. It may also include information on your use of our services and any other information provided by you through your communications with us.

### **When we collect your information**

We may collect personal information about you as set out below.

When you or someone acting on your behalf provides information to us directly. For example, when you:

- correspond with us in person, by letter, phone, text, email, instant messages, or other means of electronic communication
- complete and submit online forms
- use any of our services
- follow or post comments in response to our social media or other facilities, such as Facebook, Twitter, LinkedIn, YouTube, etc.

We may keep a record of any information you acquire from us.

We may collect personal information about you from other organisations, entities or persons, such as your suppliers of goods and services who have an affiliation with us.

### **Online forms**

In some instances, your personal information may be transferred, and held, by service providers in New Zealand and overseas (for example, where it is stored using a cloud-based service).

### **Responses to online forms**

When you respond to an online form on our site or a landing page controlled by us, we hold any information you have entered into these forms. This information is used to respond to queries or issues you raise, correct information we hold, provide a service to you, or to inform decision making and may be shared with any third-parties needed to provide a service to you.

### **Website Information collected**

We may collect information about your visit to help us improve this website. This information is aggregated and doesn't identify you personally. It includes:

- your IP address

- the pages you accessed on our site and the links you clicked on
- the date and time you visited the site
- the referring site (if any) through which you clicked through to this site
- your operating system (eg Windows 10, Mac Mojave etc)
- the type of web browser you use (e.g. Internet Explorer, Chrome , Mozilla, Safari etc)
- information about age, gender and interests
- other things like your screen resolution and the language setting of your browser.

The information referred to above will be viewable by website administrators and certain other Law Plus personnel. It is not shared with third parties other than to help us improve this website.

### **Tools and cookies on our website**

We use technologies, such as cookies, to customise content and advertising, to provide social media features and to analyse traffic to the site. We share information about your use of our site with our trusted social media, advertising and analytics partners.

We use Google Tag Manager to manage tags on this website. Google Tag Manager is a service provided by Google and itself includes a cookie. You can view Google's [privacy policy](#).

lawplus.nz uses Google Analytics to measure which elements of our site attract the most interest and to inform our overall communications and engagement strategy to ensure we are engaging with a variety of different users. Google may use the data collected to contextualise and personalise the ads of its own advertising network. If you would like to opt-out of any of Google Analytics function visit these [currently available opt-outs](#) for the web.

Google Ads Remarketing is a remarketing and behavioural targeting service provided by Google that connects the activity of lawplus.nz with the Google Ads' advertising network and the DoubleClick Cookie. Users can opt out of Google's use of cookies for ads personalisation by visiting Google's [Ads Settings](#).

Facebook Ads conversion tracking (Facebook pixel) is an analytics service provided by Facebook that connects data from the Facebook advertising network with actions performed on lawplus.nz. The Facebook pixel tracks conversions that can be attributed to ads on Facebook, Instagram and Audience Network. You can find out how to control what Facebook collects on [Facebook's data policy and privacy page](#), and you can [opt out](#).

### **How we use your information**

The personal information we collect from you, or someone acting on your behalf, may be used for any of the following purposes:

- To provide you with services – including those you have requested.
- To confirm your identity – this is to avoid inappropriate release or use of your information.
- To respond to correspondence or provide you with information you have requested.
- To process your application to use or register for any of our services, including our online services and to process payments received or made by Law Plus.

- To respond to your requests, enquiries, feedback, or for member and supplier care related activities.
- To provide you with information about our events, news or services we consider may be of interest to you.
- To comply with relevant laws and regulations.
- To carry out activities connected with the running of our business or operations.
- For any specific purpose that we notify you of at the time your personal information is collected.
- For general administrative and business purposes.

### **Keeping your information secure and accurate**

We take reasonable steps to make sure personal information is:

- protected against loss, damage, misuse and unauthorised access – we give restricted access to individuals who need personal information to help us perform our duties and obligations
- accurate, up to date, complete, relevant, and not misleading.

### **Sharing your information**

We may disclose personal information about you to:

- any person engaged by us to provide products or services to you or on our behalf, where your personal information is necessary for the provision of those products or services
- a third party, if we are required to do so under laws or regulations, or in the course of legal proceedings or other investigations.
- any person you authorise us to disclose your personal information to
- any person, if that information is publically available, eg information held on property files or the rating information database

### **How long we hold personal information**

We may retain all personal information we collect (on both our active systems and our archive systems) for as long as administratively necessary, in accordance with any information retention and disposal schedule we may have from time to time.

### **Accessing and correcting your personal information**

You may request confirmation of whether or not we hold any personal information about you, and you may request access to your personal information that we hold by emailing us at [privacy@lawplus.nz](mailto:privacy@lawplus.nz) or via the Privacy Commissioner's ['About Me' tool](#). Once we have verified your identity, we will provide you with confirmation and access, unless one of the grounds for refusal set out in the Privacy Act applies.

You may request that the personal information we hold about you be corrected by emailing us at [privacy@lawplus.nz](mailto:privacy@lawplus.nz). If we agree that your personal information is to be corrected, we will do so and we will also provide you with an amended record, if requested.

Your rights of access to and correction of any personal information we hold about you are subject to the procedures set out in the Privacy Act.