

# Nidd Realty Limited and Nidd Property Management Limited Privacy Statement

You have the right to ask for a copy of all information held about you and have the right to request the correction of any incorrect information. We will be as open as we can with you but must also ensure we meet our privacy obligations. Your privacy is protected under the Privacy Act 2020.

- We only collect personal information where this is necessary to carry out our functions
- We may collect personal information about you either directly from you or from other people or agencies, and we may generate personal information about you when we carry out our functions.
- We store data (including your personal information) on industry developed software and hold printed hard copies of documentation for signed tenancy agreements as per obligations under the Residential Tenancies Act 1986.
- If you have registered your details as a subscriber through our company website for interest in properties available for rental or sale, those details are stored, not shared nor disclosed to other third-party companies.
- If you have met/enquired to list your property for sale or rent with an agent, the information provided by you will be entered into software which have privacy and security measures in place that meet our requirements
- We protect our data with all reasonable technical and process controls
- We will only use and share personal information where necessary to carry out the functions for which we collected it, or if required by law.
- Management personnel take on the tasks and responsibilities outlined of the Privacy Officer

If you cannot find the information you need, or you have concerns about the way we are managing your personal information, then please contact us at any time in writing to:

[joe.nidd@nidd.co.nz](mailto:joe.nidd@nidd.co.nz) or [rachael.courtney@nidd.co.nz](mailto:rachael.courtney@nidd.co.nz)

Expect acknowledgement of receipt of your email within 2 working days

We will issue a full response within 10 working days

If there is a delay in responding, we will keep you informed of our progress

We may update this Privacy Statement from time to time, to reflect changes to the Privacy Act 2020, so feel free to check in again occasionally to see what might have changed. This statement was last updated in October 2022.

### **When applying for a rental property, information collected will be used:**

- To perform background checks, reference checks and credit checks through the Centrix and Equifax credit bureaus.
- For debt collection purposes.
- To check the Personal Properties Securities Register.
- To add supplied information to any background, reference, and credit checking database for the purposes of this application or future referrals or applications to Nidd Property Management or other companies for the purposes of other tenancies that may be applied for.
- To check the Ministry of Justice fines, Tenancy Tribunal, District Court, High Court, Court of Appeal, Supreme Court, Department of Parole, and New Zealand Police databases.
- To verify passport, citizenship, or birth certificate details.
- If applicant should be successful, contact details would be provided to contractors when needing to arrange access.

### **When visiting and subscribing to the company website:**

Information voluntarily provided/collected is used to generate email updates which are sent to the subscriber when properties are listed for sale or rent. Third party companies are not included within this content.

When you access this website, your device receives cookies, small files from the site that can be interpreted by the site and store information. We use that information to sign-in some users, manage your preferences and measure how our site is used.

You can allow or reject cookies through your browser settings but without cookies you may not be able to use all of the features of our site or other websites and online services. To learn more, please check the cookie settings available in your specific web browser(s).

### **When seeking sales or rental appraisal:**

Contact and property details are added into the software which is used to store information and generate market updates for the client at their request.

### **When visiting and open home or inspecting a property offered for sale**

Name and contact details are added into the software which is used to store information to ensure security for the vendor of the property and for ongoing contact.

## **ENGAGEMENT**

This section explains how we collect, use, and share personal information.

### **When subscribing to the company website:**

Contact information is voluntarily provided by the subscriber ensuring updates are received in relation to the property market. Information is not shared with third party companies when collating email updates about the property market. The subscriber explicitly opts in to this communication and all data collection during the subscription process.

## STORAGE & RETENTION

Information collected is stored mitigating the risk for third parties to gain access.

Nidd Property Management Limited will only retain unsuccessful application documentation where a credit check has been completed, and it will be held with limited access for third parties. This is in accordance with Credit Checking companies which stipulates that if a credit check has been completed that we store the file for up to 4 years and must provide the Credit Checking company with information or documentation or to take other reasonable steps to show compliance or to assist our monitoring or investigations.

Should the applicant of a rental property be successful, their information will be stored in accordance with storage and security requirements.

## SECURITY

Nidd Property Management Limited and Nidd Realty Limited take all reasonable steps to ensure any personal information collected is protected against loss, unauthorised access and disclosure or any misuse. This includes meeting the requirements prescribed by the New Zealand government for the handling, storage, and disposal of any protectively marked or security classified information.

We are satisfied that our third party data processors can meet our privacy and security requirements.