



Privacy Policy

Hello! We are On Your Terms Limited (called **we**, **us** or **our** below). This is our Privacy Policy which tells you how we collect, use, share and protect your personal information. It applies to you (called **you** or **your** below) when you use our website or social media platforms, send us information, or purchase our products or services. We may change this policy sometimes by posting the new policy on our website.

What is personal information and what kinds of info do we collect?

Personal Information is info that can identify a person.

Types of personal info we collect about you (and anyone else whose info you give us) include name, email address or phone number, IP address, credit or debit card details, customer survey feedback, info you post on our social media, info you provide other companies that work with us (such as a payment provider), and details of products or services we provide you.

Why we collect your information

We collect your info to provide our products or services to you in the best way. This includes responding to questions from you, administering your account, improving your experience on our website and social media platforms, performing analytics or market research, improving our products and services, taking payment and giving refunds, protecting you from anyone else pretending to be you, marketing our products and services to you and providing other info we think you may find interesting (including info promoting our business partners), complying with our legal obligations and for any other purposes you authorise.

We will only use your info for the reasons we collected it and will only keep it for as long as we need it for those reasons.

How we keep your information safe and secure

We use reasonable care to prevent loss, unauthorised access, modification, disclosure, or other misuse of your info. But we can't guarantee the security of any info transmitted to us over the internet.

How you can access and correct your information

You can ask us what info we hold about you, and to fix any mistakes, by emailing hello@onyourterms.co.nz. If there is a legal reason we can't let you see the info, or if we don't agree with your correction, we'll give you our reasons and note your correction to the info.

What happens if you don't provide your information?

Providing your info is voluntary, but if you don't provide it, you won't be able to purchase any products or services from us and your use of our website might be restricted.

Where we collect your personal information from

Mostly, and wherever possible, from you (such as when you register an account or use our products or services). Sometimes from another company that works with us or from public sources.

We can also collect info while you use our website using technology like cookies or web beacons, eg, IP address, location, time of access, activities and preferences on our website, and device details). We may also collect and analyse anonymized data (meaning data that does not identify you personally) about your use of our website. You can manage your preferences to withdraw your consent to our use of cookies or beacons but our website may not work the same if you do.

We may contact you electronically (for example, by email or text message) to promote our (or our business partners') products and services. You can opt out of marketing comms at any time, just use the opt-out link provided with the email or text or email us at hello@onyourterms.co.nz and ask to unsubscribe.

Who we share your information with

We may share your info with other businesses that help us provide products and services to you, such as suppliers (including software suppliers, data storage, web hosts, payment system operators, and marketing providers), our contractors, business partners, debt collectors, or third parties that collect and process data such as Google Analytics. Some of these third parties may be outside of New Zealand. We may also share your info with anyone we transfer our business to, or anyone else if required or authorised by law or by you.

We will only disclose your info outside New Zealand where the person we disclose it to is doing business in NZ (and must comply with the Privacy Act 2020); must comply with similar privacy laws; we believe they'll adequately protect your info; or where you've told us we can.

What you need to do

Give us up-to-date and correct info, and if you give us info about someone else, you must have their permission and tell them about this policy.

How do you make a complaint?

If you have any concerns about how we use your info you can make a complaint to us at hello@onyourterms.co.nz, or contact the New Zealand Privacy Commissioner.
