

## **Arthur M Holmes Limited – Privacy Policy**

By visiting our website and/or placing an order for products (“an order”) with Arthur M Holmes Limited (“us” / “we”) via our website, by telephone, by email, or in person at our showroom, the customer (“you”) will provide us with personal information in order for us to process and dispatch your order. This personal information includes, but is not limited to:

- Your full name;
- Your contact information (telephone, email, postal and billing address);
- Your unique customer code;
- Customer account and payment information;
- Details about your computer, device, browser, and/or network where you have accessed our website (including your geolocation via your IP address); and
- Your interactions with us as a customer via our website and in person.

### **INFORMATION STORAGE**

Your information is stored in the following ways:

- On our server at our Petone office. File backup of this server is managed by Microsoft Azure Backup Client and stored in Microsoft Azure Data Centres. All backup data is encrypted in Transit and Rest using TLS 2.1.
- Held physically: we keep printed information, including customer order and delivery details at our Petone office for 1 month after the order has been paid and delivered.
- Through our website hosts, Native Software: for any customers who log in to our website.

### **PAYMENT INFORMATION**

All payment information for orders placed through our website, including credit card details, is handled exclusively by Paystation. Paystation is a PCI DSS Level 1 Service Provider. They store and encrypt card holder data using tokenisation. Paystation use SHA 256-bit SSL encryption. Paystation stores information in New Zealand and possibly overseas in storage that complies with New Zealand privacy obligations, and has its own [Privacy Policy](#) which you are recommended to read.

Our website does not store any customer credit card information.

If you are an approved Credit Account Facility customer, we will invoice you for payment, which will allow you the option of paying by direct credit. If you take this payment option you will pay directly into our bank account leaving your customer code as reference. We can therefore see your supplied transaction reference details, particulars and code at that time, however these are not collected or held, other than in our bank account.

Billing address details will be held within our Accredo accounting system and within our website.

### **PASSWORD**

Our website keeps your customer password encrypted. You are responsible for your login details used to access your customer account. You should not share your login details with anyone else, but if you do their use of your login details is your responsibility.

## **UNIQUE IDENTIFIERS**

We will assign you a unique customer code to assist with administration and providing our services to you. You are responsible for keeping your unique customer code secure and safe from misuse.

## **INFORMATION SHARING**

We will not sell, lend, trade, or otherwise disclose your personal information to any third party except:

- For the purposes of providing your order, including to arrange delivery of your order with a courier company;
- When you have authorised us to do so;
- When we reasonably believe we are required or permitted to do so by law;
- If we believe that the disclosure is reasonably necessary to enforce any legal rights or obligations we may have;
- If we want to keep you informed about our products and services;
- To recover money from you when you have not paid us;
- If we sell or transfer our business to a third party;
- Where it is necessary to assist an adjudicator to resolve a complaint you make about us; and/or
- If in an emergency situation it is necessary or desirable to share your personal information with a civil defence or government organisation, or another emergency service.

## **LIVE CHAT**

Our website includes a live chat function, which is provided by LiveChat. LiveChat may store information in either of two independent locations, one within the European Economic Area / the European Union located in Frankfurt, the other in Dallas, United States of America. LiveChat has its own [Privacy Policy](#) which you are recommended to read.

## **REQUESTING AND UPDATING INFORMATION**

You are entitled to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think there is an error. To ask for a copy of your information, please contact us:

Email: [info@arthurholmes.co.nz](mailto:info@arthurholmes.co.nz)

Phone: 0508 894 103

Post: 66 Waione Street, Petone, Lower Hutt 5012.

## **COOKIES AND OTHER ONLINE TRACKING TECHNOLOGY**

If you visit our website, whether or not you place an order, we may use cookies and/or other online tracking technology such as Google Analytics to collect information about you from your browser history on your device. Our website stores cookies for:

- your account username & password;
- your contact email address; and
- your delivery/shipping address.

Generally you can adjust your browser settings so that website is not permitted to send you cookies. In some cases, you can disable cookies on your device which will limit the amount of information we are able to collect about your use of our website. However this may affect the functionality of our website.

## **CHANGING THIS POLICY**

We may update or change our privacy policy at any time by providing you at least 30 days' notice, which will be displayed on our website along with reasons for any change. If you have any questions about our privacy policy please contact us.