

# Morrison Low Privacy Policy



## Introduction

Morrison Low is a Trans-Tasman management consulting practice. Our business' purpose is to provide strategic management advice and services to our public sector clients in local, state, and federal / central government.

Morrison Low Holdings Limited, (we, us or our), which includes both the New Zealand and Australian entities it owns or controls, respects your right to privacy and understands that protecting your personal information is important. We comply with the New Zealand Privacy Act 2020 (the Act or Act(s)) and the Australian Privacy Act 1988 (the Act or Act(s)) when handling personal information. This Privacy Policy explains how we collect, hold, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act(s). If you wish to seek further information on the Act(s), see [www.privacy.org.nz](http://www.privacy.org.nz) or [www.oaic.gov.au](http://www.oaic.gov.au)

## Personal information we collect

Personal information means any information about an identifiable individual (a natural person). The types of personal information we may collect about you include:

- Your name;
- Images of you;
- Your location information;
- Your contact details, including email address, mailing address, street address and/or telephone number;
- Your age and/or date of birth;
- Your bank account details (if necessary);
- Your preferences and/or opinions;
- Information you provide to us through surveys;
- Details of services we have provided to you and/or that you have enquired about, and our response to you;
- Additional personal information that you provide to us, directly or indirectly, through your use of our services, associated applications, associated social media platforms and/or accounts from which you permit us to collect information; and
- any other personal information requested by us and/or provided by you or a third party.

## Who do we collect your personal information from?

We collect personal information about you from

- you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g., in person, by telephone call or email), or when you buy or use our services.
- third parties where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

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## How we use your personal information

We will use your personal information

- *to verify your identity*
- *to provide services to you*
- *to market our services to you, including contacting you electronically (e.g., by text or email for this purpose)*
- *to improve the services that we provide to you*
- *to undertake credit or criminal conviction history of you (if necessary)*
- *to bill you and to collect money that you owe us*
- *to respond to communications from you, including a complaint*
- *to conduct research and statistical analysis (on an anonymised basis)*
- *to protect and/or enforce our legal rights and interests, including defending any claim*
- *if you have applied for employment with us; to consider your employment application*
- *if otherwise required or authorised by law*
- *for any other purpose authorised by you or the Act(s).*

## Disclosing your personal information

We may disclose your personal information to

- our employees, contractors and/or related entities;
- any business that supports our services, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services
- a credit reference agency for the purpose of credit checking you
- the NZ Ministry of Justice or the Australian Federal Police for the purpose of criminal conviction history
- other third parties (*for anonymised statistical information*)
- a person who can require us to supply your personal information (e.g., a regulatory authority)
- any other person authorised by the Act(s) or another law (e.g., a law enforcement agency)
- any other person authorised by you.

A business that supports our services may be located outside New Zealand and Australia. This may mean your personal information is held and processed outside New Zealand and Australia. Their security services are configured, monitored, and maintained according to industry best practice. Data and web sessions are encrypted using industry-standard TLS (Transport Layer Security), protecting personal and financial data.

## Sharing your personal information

We do not give information about you to government agencies, organisations, or anyone else unless one of the following applies:

- one of the reasons we obtained the information was to give it to someone else

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- you have given authority
- it is required or authorised by the Act(s), or by any other law. For example, to avoid prejudice to the maintenance of the law including the prevention, detection, investigation, prosecution and punishment of offences; or for law enforcement purposes; or for the protection of public revenue; or for the conduct of court or tribunal proceedings
- it will prevent or lessen a serious threat to public health or safety or to somebody's life or health or
- the information is to be used in a way that will not identify you; or it is to be used for statistical or research purposes and will not be published in a way that will identify you.

## Your rights and accessing and correcting your personal information

**Your choice:** Please read this Privacy Policy carefully. If you provide personal information to us, you understand we will collect, hold, use, and disclose your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect our ability to provide our Services to you and your use of our Services.

**Information from third parties:** If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

**Restrict and unsubscribe:** To object to processing for direct marketing/unsubscribe from our email database or opt-out of communications (including marketing communications), please contact us using the details below or opt-out using the opt-out facilities provided in the communication.

**Access and Correction:** Subject to certain grounds for refusal set out in the Act(s), you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email the Privacy Officer at [mail@morrisonlow.com](mailto:mail@morrisonlow.com) Your email should provide evidence of who you are and set out the details of your request (e.g., the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

**Retention:** We will not keep your personal information for longer than is required for the purposes for which your personal information may lawfully be used.

**Automatic collection of information:** We do not collect personal information about you if you only browse our website. We do not use cookies to store personal information. You can access and use our website with cookies disabled in your browser settings.

**Complaints:** If you wish to make a complaint, please contact us using the details below and provide us with

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full details of the complaint. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take in response to your complaint.

## Protecting your personal information and Internet use

We will take reasonable steps to keep the personal information we collect secure and maintain secure internet connections. We have put in place suitable physical, electronic, and managerial procedures, to safeguard and secure personal information and protect it from misuse, interference, loss, unauthorised access, modification, and disclosure. While we are committed to security, we cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk.

Our Services may contain links to other websites. We do not have any control over those websites, and we are not responsible for the protection and privacy of any personal information which you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy. We suggest you review that site's privacy policy before you provide personal information.

## Changes to this policy

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that the revised policy is uploaded.

**This policy was last updated on 15 March 2023.**

We recommend you check our website regularly to ensure you are aware of our current Privacy Policy.

## Contacting us

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact the Privacy Officer at [mail@morrisonlow.com](mailto:mail@morrisonlow.com)

## The Board of Directors

The Privacy Policy must be approved at a meeting of the Morrison Low Holdings Limited Board after each review and reported to the Morrison Low Holding's Board for adoption across the Morrison Low Group.

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### Approved by:

The Board of Morrison Low Holdings Limited

23 March 2023

Managing Director: Dan Bonifant