



## Document Control

Any amendments made to this document must be recorded in the below table.

If adjustments are minor, then version number can be increased by 0.1 (version 2.0 becomes 2.1)

Any major reviews will require a complete version change (version 2.0 becomes 3.0)

Any amendments must be authorised by a Director, and the date of approval recorded.

Date and version number must be amended in the footer of the document.

VERSION	AMENDMENTS MADE	APPROVED	DATE
1.0	Creation of Policy	Kristin	15/07/2020
2.0	Amendments to scope – what we collect, who we share with etc	Kristin	02/06/2022
2.1	Amendment of Oranga Tamariki Act 1989 to Childrens Act 2014. Adding training information	Kristin	01/05/2023

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# Privacy Policy

The protection of your privacy is very important to us, and we think you should know how your personal information is used by us. Our commitment to ensuring the privacy and security of your information is set out below.

This privacy policy governs the collection and use of all data gathered by Adventure Southland Ltd. By using our website and services you consent to the data practices described in this statement.

From time to time, we may update our policies and this Privacy Statement. The most current version will always be located on our website.

## ***What information do we collect?***

We only collect the information necessary to deliver the best service to you. This may vary depending on your interaction with Adventure Southland Ltd and the services we (or our contractors and third parties) provide to you.

This information may include, but is not limited to:

1. Your name, address, date of birth, gender, email address, telephone numbers, postal address, information related to billing/payment for services, fitness, weight, medical and dietary information, contact information of an emergency contact person, and any previous outdoor experience.
2. Details of previous activities, trips, sessions or events you have attended or enquired about.
3. Information provided through our customer surveys, including feedback and complaints forms.
4. Any additional information collected from our website, email, social media, or provided by you.

Additional to the information above, if you are participating in a programme funded by Oranga Tamariki, Ministry of Social Development, or another government agency, we might also collect information about you with your consent from that agency or any other agency where it is relevant to the

programme. Examples of this include your MSD client number, social worker information, and details of your background, including any criminal charges, where it is relevant to the service we are providing.

If you are participating in a programme funded by Oranga Tamariki, MSD, or another agency we may be required to report back to the agency about your participation in the programme. In order to do this we might collect feedback you or your parent/caregiver/support person have provided directly, and feedback from our instructors about your participation.

### ***How do we collect this information?***

When you make an enquiry or booking with us, we hold certain information to process your request. You may supply this information when contacting us via our website or email, sending us direct mail, providing information over the phone, interacting with our social media channels, or subscribing to our E-Newsletter. We update your information where possible to ensure we are meeting your needs.

Transmission of information via email is not secure, and if you submit any information to us over the internet by email you do so entirely at your own risk. We cannot be responsible for any costs, expenses, loss of profits, harm to reputation, damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by email.

When you visit our website we might collect information such as your location, browsing habits including times and dates you accessed our website, the full URLs of page you have visited or links you have used to access our website, details of services that were viewed and length of your visit to certain pages of our website; and how you interact with our search engine listings. None of this information is personally identifiable.

Other information may be provided by you when you complete our Risk Disclosure and Medical Form, Feedback or Complaints forms.

### ***How do we use your information?***

Adventure Southland Ltd uses your information for the purpose for which it was collected to ensure we provide you with the best service possible. This may include:

1. Bookings: First and foremost, we use your personal information to complete and fulfil your booking. We share your relevant sensitive personal information, such as your weight, existing medical conditions and injuries, and dietary requirements, with our programme managers, instructors or contractors so they can plan and operate the activity, trip, session or event safely.

We collect this information directly from you to ensure your booking is appropriate for your needs. If you do not wish to provide Adventure Southland with the information required to ensure the safe operation of the activity, we may refuse to allow your participation in the activity.

By Law it is required that we obtain your consent to the collection of “sensitive information” and unless you tell us otherwise, we accept that you have agreed to the collection of all information that is provided for use in agreement with this policy.

Please be aware there may also be instances where we obtain information about you from a third party, for example from a friend booking on your behalf, or supplying your details as an emergency contact. Customers who provide personal information about a third party individual need to ensure that those persons are aware of this privacy policy and agree to accept it. If that person does not have the capacity to understand and agree to these terms, Adventure Southland Ltd requires a parent or guardian to give the assurances set out in this paragraph.

We may also provide the relevant personal information to authorities in the event of an emergency.

2. Reporting: If you are a participant on a programme funded by Oranga Tamariki, Ministry of Social Development, or another agency, we may be required to share your information with that agency during the regular course of reporting on the programme. This could include your name, client number, details of your participation in the programme, etc.
3. Customer service: We share your information with our staff to help you make a booking, respond to your queries, or to provide additional information about our services or your booking.

4. Billing: We might use your contact information to receive payment for your booking.
5. Customer feedback: We might also use your contact information to send you a short feedback form or questionnaire related to your experience with us. This helps us to understand and improve our service. We will also use any information provided in Feedback Forms or Complaints Forms to address any concerns you may have.
6. Marketing activities: We may use your personal information for marketing activities, as permitted by law. This might include measuring the effectiveness of our advertising, establishing what interests you and what doesn't, remarketing ads on social media, or contacting you via email regarding offers, promotions, upcoming events or competitions we think you might be interested in. You can opt out of email correspondence by clicking "unsubscribe" in the email or contacting our office.
7. Improving our services: We use personal information for analytical purposes to improve our services, to enhance user experiences and improve functionality and quality of our website and social media channels.

If you do not wish to receive information from Adventure Southland Ltd, please contact us on the details below to let us know. Please note that if you make such a request we may still need to use your personal information to provide you with the services you have requested as a customer.

### ***Who do we share information with?***

We do not sell or rent your personal information. It may be shared as required to fulfil your booking with our staff or contractors, who are subject to strict contractual confidentiality obligations.

If you are a participant on a programme funded by Oranga Tamariki, Ministry of Social Development, or another government agency, we may be required to share your information with that agency during the regular course of reporting on the programme.

We will share information where we are obliged to do so under Section 66 of Childrens Act 2014.

We may, from time to time, operate competitions or other promotions where you will be asked if you are happy for us to share your information with a third-party partner. In such cases, if you give consent for your information to be shared, we will do so.

We may share your information with external market research companies for research purposes only. They will not be authorised to hold your information for any other purpose.

During our regular safety audits, we may be required to present proof of collection of the personal information required for safe operation of any of our trips, programmes or sessions. In this instance your information may be available to the approved safety auditor.

### ***How do we keep your information safe?***

We take all reasonable steps with our physical, technical, organisational and electronic security. As part of our security we use industry standard data encryption for transmission of personal information on our website. This allows a secure connection between your internet browser and our internet server.

Your personal information, including sensitive information, is stored securely on-site for two years before being destroyed. This may involve storing data on storage or computer systems provided by third-party suppliers. None of this is publicly accessible, and is protected by industry standard firewalls and password protection systems.

If a breach occurs, we must notify the Privacy Commissioner and any affected people as soon as we are practically able.

### ***Links to other websites***

The Adventure Southland Ltd website and social media channels provide links to other websites for your ease and convenience. These websites may have different security standards and privacy policies. We recommend that you read the privacy policies for these websites before deciding whether to share your personal information to these websites or social media channels. We are not responsible for the information you choose to divulge to these websites or social media channels.

### ***Photographs, Videos and Testimonials***

Feedback supplied to Adventure Southland Ltd may also be used in print and online for marketing and advertising purposes. This includes but not limited to, third party review sites and questionnaires supplied to us post-booking. Additionally, any photographs, video and text sent to Adventure Southland Ltd must be the client's own.

### ***Access to your personal data***

You may request us to tell you whether we are processing personal data about you, to tell you what personal data we are processing and for what purposes, and to provide you with a copy of your personal data that we hold. The law does allow us, in certain cases to refuse your request, and we will advise you at the time if this is the case. We will need to verify your identity before disclosing personal information.

Should you wish to access or update your information, please contact:

Privacy Officer  
Adventure Southland Ltd  
PO Box 5134,  
Waikiwi,  
Invercargill 9843  
[info@adventuresouthland.co.nz](mailto:info@adventuresouthland.co.nz)

### ***A Right to Object***

You have the right to object to the use of your personal information for direct marketing or where we use it on the basis that we say we have a legitimate interest in using it.

### ***How we do we know our duties under the Privacy Act 2020?***

We want deliver the best possible service to you, so our staff undergo regular training on the Privacy Act through the office of the Privacy Commissioner.