



# factorial

## Privacy Policy

### Factorial Ltd.

Suite 210, Urban Hub  
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PO Box 6579  
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New Zealand

Thomas Bauer  
027 674 3222  
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Tim Benson  
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[www.factorial.co.nz](http://www.factorial.co.nz)

Factorial recognises the importance of your privacy and how important it is for us to protect your personal information. We are committed to protecting personal information that we hold, and to complying with New Zealand privacy law.

### Purpose

The document sets out Factorial policies and procedures for the collection, use, retention, and disclosure of personal information, and your rights to request or change any personal information held by Factorial.

The purpose of this privacy policy is to let users of Factorial services and websites know when personal information is collected and how it is used.

Factorial does not use, share, or transfer personal information in connection with our services or website except as set out in this policy.

### Objectives

The objectives of this policy are to:

- maintain privacy in the provision of Factorial services and websites, and to ensure that employees and contractors adopt these privacy practices;
- ensure there are clear purposes for collecting personal information;
- enact good data collection and stewardship processes;
- provide transparency in handling personal information;
- risk avoidance – inhibit the potential for security or data breaches;
- allow requests for personal information and correction;
- ensure accurate personal information;
- provide for proper use and disclosure of personal information; and
- ensure legal compliance with New Zealand privacy laws, including Factorial's obligations under the New Zealand Privacy Act 2020 (the Act).



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### Collection of personal information generally

Any person providing personal information to Factorial will be advised about:

- the purpose for collection, and how it will be used;
- who the information will be disclosed to and held by; and
- the person's right to access their personal information, and their right to request a correction to that information.

This information is contained in the privacy statement on the website [www.factorial.co.nz/privacy](http://www.factorial.co.nz/privacy), and via linkage to this policy.

Generally, information must be collected by Factorial directly with the person concerned, unless:

- the information is publicly available, or the person consents to the collection of information from someone else;
- it is not reasonably practicable to collect the information from the person concerned; or
- collection from someone else is required or permitted by law.

Factorial collects the following personal information:

- name;
- contact information (including phone numbers, email addresses, delivery and postal addresses); and
- computer configuration and diagnostic data.

Factorial collects your personal information in order to:

- engage with you as our customer to provide Factorial's IT consultancy and software development services; and
- provide third party warranty and service contract fulfilment where provisioned.



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#### **Collection of personal information via Factorial websites**

Factorial does not collect personal information via its websites unless the individual chooses to give it, for example, when an enquiry is provided via the Contact form.

#### **Cookies**

Factorial does not use any cookies, session tracking, or third party tracking / analytics on its websites.

#### **Statistical information collected**

Factorial may collect statistical information about visits to its websites to assist with improvements to the sites. Such information is aggregated, and does not identify anyone personally. This includes:

- IP address;
- the search terms used;
- the pages visited, and links clicked on;
- the date and time the website was visited;
- the referring site (if any) from which the user clicked through to the website;
- the operating system, for example, Windows, macOS;
- the type of web browser used, e.g. Internet Explorer, Google Chrome, Safari etc; and
- other things, such as the screen resolution, and language setting of the browser.

#### **Use of statistical information**

The statistical information referred to above can only be viewed by Factorial site administrators and Directors.



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### Use and disclosure of personal information

Generally, Factorial may only use the personal information for the purposes for which it is collected/supplied, or unless it is necessary for other reasons permitted under the Act.

Effort will be made to ensure that the personal information is accurate, up-to-date, and complete.

Factorial will not share personal information with others, unless one of the following applies:

- the individual concerned has given authority;
- it is necessary for the purpose for which the information was given;
- it is required or authorised by the Act;
- it will prevent or lessen a serious threat to public health or safety to somebody's life or health; or
- it is required by any other law.

Factorial analyses non-identifiable web traffic data to improve website accessibility and usability. This information will not be published in any way that will identify a specific individual.

### Storage and security of personal information

Factorial has an obligation to securely store the personal information it collects and creates.

Personal information is only accessible by authorised staff and is protected by appropriate security measures. Those security measures include encryption at rest, transport layer encryption, strong device passcodes, and two factor authentication where appropriate.

Information is only held by Factorial for as long as the information is needed/required. Personal information that is no longer required by Factorial will be securely deleted/destroyed.



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### **Requests for personal information and associated rights**

The New Zealand Privacy Act 2020 (IPPs 6 & 7) provides the rights to an individual to request access to and correction of their personal information. Access must be provided to the individual, unless one of the exceptions under the Act applies.

If an individual believes their personal information is inaccurate then they may request that the material be corrected by Factorial. If a decision is made not to correct the information, the person's request must be attached to or stored with all available copies of the information.

Factorial aims to respond to such requests as soon as practicable, and in any case not later than 20 working days after the day on which the request is received. The requestor will be advised of any extension of time required to respond to the request, in accordance with Section 48 or 65 of the Act, where applicable.

Once a request has been considered, Factorial will advise the individual of its decision/action, and if any information is to be withheld or not amended, Factorial will provide its reasons.

If the individual concerned is dissatisfied with Factorial's response, they may contact the Privacy Commissioner.

### **How Factorial maintains privacy best practice**

Factorial is committed to maintaining best privacy practice by:

- limiting the personal information requested and held by Factorial;
- ensuring all staff understand privacy rights, and provided training if required;
- undertaking annual audits of private information held by Factorial, and deleting such information that is no longer required, reviewing the policies and procedures, and making amendments to practices if necessary;
- keeping up-to-date with privacy law developments, technological changes, and follow best practice guidance set by the Privacy Commissioner; and
- responding to any privacy complaints/concerns/requests in a timely and constructive manner.



### Action if there is a potential privacy breach

Despite best practice and data security processes, a privacy breach may occur.

If a potential breach is identified, Factorial will act quickly and openly.

As soon as a breach is detected, Factorial employees and contractors are required to advise one of the Directors without delay. The Directors will work with staff to address any privacy concerns, and will follow the Privacy Commissioner's guidelines for dealing with privacy breaches available at [www.privacy.org.nz](http://www.privacy.org.nz)

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### Who to contact

If there are any questions about this policy or Factorial's information handling obligations under the New Zealand Privacy Act 2020, please contact Factorial via the contact form at [factorial.co.nz](http://factorial.co.nz)