

Personal Information

Personal information is information about an identifiable individual and includes the individual's name, address, email address, and telephone numbers. We collect information about you whenever you interact with us, for example when you visit our website or if you engage us for any services. We may store personal information we collect in any format we choose at our office or at premises outside our office, including data storage facilities or online storage located within or outside New Zealand, which may be operated by independent service contractors. Where your personal information is transferred outside New Zealand, you may be informed of the existence or absence of an adequacy decision by the European Commission regarding the intended recipient of the personal information.

Collected Information

We gather information about our website users personal information, provided by you when you complete an online form or request for service. When visitors leave comments on the website we collect the data shown in the comments form, and also the visitor's Internet Protocol address and browser user agent string to help spam detection. Statistical non-personal information is also collected by our web server or third party systems like Google Analytics. Google Analytics or our web servers collected information can include the following types:

- (a) the date and time of visits to the website;
- (b) pages viewed;
- (c) the referring website;
- (d) any Internet Protocol address that is used by you;
- (e) technical information on browser connections.

This information is anonymous and no attempt is made to identify users or their search activities. When you visit our website, we also collect general user information such as users' internet protocol addresses, browser type and internet service provider details and other technical information. We use this information to administer the website and to gain a better understanding of our users and how they use the website. However, this information is not personal information, it does not include any personal identifiable information. We may not be able to properly provide you services you require if you do not provide us with necessary personal information when requested to do so.

Storage of Information

We always try to ensure information kept by us is accurate and up to date. We will maintain security safeguards to protect your information and will take all reasonable steps to ensure that your information is not disclosed to any unauthorised person or entity.

Security of Information

When making a transaction through this website your information will pass through a secure server using SSL "secure sockets layer" encryption technology. The encryption process ensures that your information cannot be accessed by any unauthorised person or entity.

Authorisation to Collect your Personal Information

We process your personal information based on your written or oral consent. You may withdraw your consent at any time. The withdrawal of consent will not affect the lawfulness of processing personal information based on consent before its withdrawal.

Released Information

We may release information about you when required by law enforcement or a government body with legal authorisation.

Embedded Content from other Websites

Articles on this website may include embedded content or articles. Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content.

Cookies

This website uses persistent cookies for the purpose of tracking website usage and traffic, these cookies do not read your hard drive or collect any identifying or personal information. If you are on a direct marketing list of ours then you may request to be removed from the mailing list and we will comply with your request.

Contacting Hanover Plumbing & Gas Limited

Under the Privacy Act 2020, individuals have rights of access to, and to request correction of, their personal information. You may also have rights under the EU General Data Protection Regulation to erasure of personal information or restriction of processing of personal information or to object to processing, as well as the right to data portability and the right to lodge a complaint with a supervisory authority. If you have any questions about this Privacy Policy or requests relating to your personal information, please contact Gavin Hanover at admin@hanoverplumbing.co.nz. If you would like to update any of your details, please request and complete a Client Information Form or send the amended details to us via email.

Updates to this Policy

We reserve the right to update this Privacy Policy from time to time. Any change we make applies from the date the updated Privacy Policy is posted on our website. The current Privacy Policy is dated (12-05-2021).