

Otakiri Springs Limited – Privacy Policy

- 1 Otakiri Springs Limited collects personal information from customers, including your name, contact details, delivery address, billing information, purchase and order history, in addition to information about your interactions with our website and communications with us and technical information relating to the use of our website, such as IP address and device information.
- 2 We collect this information in order to process and fulfil orders for our products; arrange delivery of products to New Zealand addresses; communicate with customers about orders, deliveries, enquiries, and customer service matters; process payments and maintain financial records; improve our products and services; and comply with our legal obligations.
- 3 We do not sell or rent your personal information to third parties.
- 4 We may share your personal information with third party courier and freight providers for the purpose of delivering products you have purchased; payment service providers, including PayPal, for the purpose of processing payments; and service providers or regulatory authorities where required by law or where necessary for the operation of our business.
- 5 We use tracking technologies, including advertising pixels, to understand how visitors use our website and to help us show relevant advertising to people who have previously visited our site. These technologies may collect information about your browsing activity, but do not provide us with personally identifiable information.
- 6 Providing certain personal information is necessary for us to process and fulfil your order. If you chose not to provide:
 - (a) your name and contact details, we may be unable to communicate with you regarding your order;
 - (b) a delivery address, we will be unable to deliver your purchase; and/or
 - (c) payment information or payment confirmation, we will be unable to process your order and supply products.
- 7 We take reasonable steps to protect personal information from loss, unauthorised access, use, disclosure, alteration, or misuse.
- 8 Credit card payments made through our website are processed by PayPal. We do not store your full credit card details on our systems.
- 9 Our website may use cookies and similar technologies to improve website functionality and analyse website traffic. You can manage cookie preferences through your browser settings.
- 10 You have the right to request access to the personal information we hold about you and to request correction of that information if you believe it is inaccurate. To make a privacy request, or if you have any questions about how we handle your personal information, please email info@otakirisprings.com. We will respond to requests in accordance with the Privacy Act 2020 (New Zealand).