

1. YOUR PRIVACY

1.1 We respect your right to privacy and your right to view and update the personal information we hold about you. We are committed to protecting your privacy when you visit our site or contact us in any way.

1.2 Your personal information is dealt with in accordance with the Privacy Act 1993 and this privacy policy.

1.3 You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at training@enviroresources.co.nz

1.4 Except as set out below, we do not share, sell, or disclose to a third party, any personally identifiable information collected.

2. YOUR BUSINESS AND/OR PERSONAL INFORMATION

2.1 When placing orders for products and/or courses be it online or public, you will need to provide us with some or all of the following personal information:

- a) Your name.
- b) Your email address.
- c) Your residential, business or postal address.
- d) Your credit card number, name on your card, expiry date and card verification code (CVC) code. Collectively, this is known as your "personal information".

2.2 We do not handle or store full credit card details. These are captured directly by a Payment Card Industry Data Security Standard compliant payment provider who will only deal with your personal information in accordance with the Privacy Act and this privacy policy.

2.3 We are required to by law under the Health and Safety at Work (Hazardous Substances) 2017 Regulations to capture the following information for the purposes of training records:

- a) Your date of birth as per the Health and Safety at Work (Hazardous Substances – Certified Handler of Class 6 Substances Compliance Certification) Performance Standard 2019, Part 2, 5 (1) (a).
- b) Your residential address as per the Health and Safety at Work (Hazardous Substances – Certified Handler of Class 6 Substances Compliance Certification) Performance Standard 2019, Part 3, 13 (1) (e).

These details are shared exclusively with WorkSafe NZ register. Only authorised staff trainers are allowed to access this information.

3. WEBSITE USAGE INFORMATION

3.1 We may use software embedded in our website (such as JavaScript) to collect information about pages you view and how you have reached them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you. We do not presently associate such information with an identifiable person.

4. CREDIT REFERENCE

4.1 To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

5. THIRD PARTY CONTENT AND DATA

5.1 Third parties may advertise on our web site. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects your IP address when they send an advertisement that appears on our site to your browser. They may also use other technology such as cookies or JavaScript to personalise the content of, and to measure the performance of their adverts. We do not have control over these technologies or the data that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

5.2 We do not disclose your personal information to any third party (except as set out in this policy).

5.3 We receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

6. LINKS TO OTHER WEBSITE:

6.1 Our websites provide links to other websites when we consider you may be interested in the contents of those sites. We do not endorse any third party sites or their content and we have no control over the conduct of the companies or organisations operating those sites.

6.2 Before you disclose any personal information to another site, we advise you to check its terms and conditions, including its privacy and security policies.

7. COOKIES

7.1 We use cookies and web beacons to help us understand how visitors engage with our website. These technologies allow us to:

- a) Improve our website (for example, identify and promote popular reports); and
- b) Provide you with more targeted information where appropriate.

c) Temporary cookies: We use temporary (per-session) cookies to "remember" that a member or Digital Pass holder has logged in. This means you do not have to enter your email address and password more than once during a visit.

7.2 Third party cookies and other technologies: We use third party cookies and other technologies for marketing and to gather website analytics. This includes:

a) Remarketing: we use third party cookies – such as Google Analytics cookies – to keep track of the reports you're interested in and remarket them to you when you leave our site (as a result, you may see ads from Environmental Resources Limited when you visit other websites).

b) Impression reporting: we use web beacons to estimate the number of users that have viewed and clicked on our advertisements (as a result, we're able to gauge the success of a campaign).

c) Demographics and interest reporting: we use cookies and web beacons to get an overview of our readership broken down by age, gender and interests such as home appliances or technology (as a result, we can provide you with relevant information, services and features and also gauge the popularity of our content).

You can opt out of Google Analytics without affecting how you visit our site.

You can also ask your browser to delete or block third party cookies: simply search online for "cookies" + the name of your internet browser (for example, "Google Chrome") for step-by-step instructions.

8. OFFSHORE DATA PROCESSING

8.1 Our web sites are hosted in New Zealand. We also use outsourced services in countries outside New Zealand from time to time in other aspects of our business. Specifically, our technical centre is based in Auckland, New Zealand. Accordingly data obtained within the New Zealand may be "processed" outside New Zealand and data obtained in any other country may be processed within or outside that country.

9 REMOVAL OF YOUR INFORMATION

9.1 If you wish us to remove personally identifiable information from our web site, you may contact us at training@enviroresources.co.nz. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.