

## Purpose

The purpose of the [Sempre] Customer Privacy Policy is to notify users of the practices regarding the collection, use, sharing, selections, security and correction options around information collected or maintained about them.

## Audience

The [Sempre] Customer Privacy Policy applies to users who have information collected through methods such as email, social media, website access and other communication methods.

## Policy

### Notice

- [Sempre] is the sole owner of information collected.
- We only collect information that you voluntarily share via this website, email, or other direct contact.
- We will not sell or rent this information to anyone.

### Purpose

- We will use your information to respond to you based on the reason you contacted us.
- We only share your information with authorized business partners as it relates to processes related to your request.

### Consent

- We will not voluntarily share your information with a third party without prior authorization, except:
  - With an affiliate or agent of [Sempre],
  - With the written authorization,
  - To enforce our privacy policy, to comply with law, regulation, or other legal processes or to protect the rights, property or safety of us or others,
  - With a regulator or law enforcement agency or personnel,
  - In emergency situations,
  - To detect or prevent criminal activity or fraud, or
  - In the event that we or substantially all of our assets are acquired by one or more third parties as a result of an acquisition, merger, sale, reorganization, consolidation or liquidation, in which case information may be one of the transferred assets.

### Security

- We take precautions to protect your information both online and offline.
- [Sempre] has implemented physical, administrative, and technical safeguards and operational procedures to protect information we collect and/or maintain.
- Transactions over the internet involving information are encrypted.
- We restrict access to your information in our database to authorized users.

### Access

- You may opt out of communication with us at any time.

- You can contact us via [privacy@sempre.co.nz](mailto:privacy@sempre.co.nz) to:
  - Find out what data we maintain about you, if any.
  - Change/correct any data we have about you.
  - Have us delete any data we have about you.

## Accountability

- [Sempre] has appointed a Privacy Officer - Security Officer who are responsible for the protection of information.
- [Sempre] is committed to resolving any complaints about your privacy and our collection or use of your personal information. If you have any questions or complaints regarding this policy, please contact us via [richard.hoare@sempre.co.nz](mailto:richard.hoare@sempre.co.nz)

## HIPAA

- Some personal health information we collect may be protected health information ("PHI") within the meaning of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). To the extent applicable, [Sempre] agrees to comply with HIPAA and the rules issued pursuant to HIPAA.

## Cookies

- We collect information about you and your use of this Website through the use of cookies. Cookies are small files that a website can store on your computer's hard drive for record-keeping or other administrative purposes. If you are concerned about the use of cookies, you can choose to enable a feature in your browser software that will erase cookies, block all cookies, or warn the user before cookies are stored or exchanged. If you reject cookies, you will only be able to view the site.

## Links

- This Website includes links to other websites. This Privacy Policy does not apply to these links.
- We do not endorse and are not responsible for the operation or content of these websites. Please consult the privacy policy for each website you visit.

## Updates

- We may modify, alter, or update our privacy policy at any time, so we encourage you to review our privacy policy frequently.
- We will not provide individual notice to you of changes to our privacy policy, but when we make updates to our privacy policy, we will update the date in this section.
- If you feel that we are not abiding by this privacy policy, you should contact us immediately at [privacy@sempre.co.nz](mailto:privacy@sempre.co.nz)

## Disclosure

- Information is collected by [Sempre]. Contact information:
  - 6 Antares Place, Rosedale 0632, Auckland
  - 0800 736 773
  - [privacy@sempre.co.nz](mailto:privacy@sempre.co.nz)

Our Privacy Policy was last updated on 09/02/2023.