Aburns Glass 2005 Limited T/A
Aburns Glass
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Privacy Policy

At Aburns Glass 2005 Limited T/A Aburns Glass, the privacy and security of personal information is important to us, and we are committed to protecting individuals' privacy.

Introduction

1. Overview

This Privacy Policy explains how we may collect, hold, use and disclose information that identifies an individual (referred to as **personal information**).

If you would like to contact us in relation to this Privacy Policy or our use of your information, please email us at the details set out in the Contact Us section below.

2. Application of this Privacy Policy

Please read this Privacy Policy carefully. It applies to any personal information that you provide to us or authorise us to collect. By providing us with, or authorising us to collect, personal information, or using our website or other services, you authorise us to collect, use and disclose your personal information in accordance with this Privacy Policy.

Our website, and materials and works are intended for use in New Zealand. If you access our website from outside New Zealand, you are responsible for compliance with any applicable laws of that jurisdiction.

3. Updates to this Privacy Policy

We may update this Privacy Policy at any time by posting an updated version of this Privacy Policy on our website. The updated version of this Privacy Policy will take effect immediately upon such notice and automatically apply to all personal information that we hold about you (or that you have provided to us or authorised us to collect). You are responsible for reviewing this Privacy Policy regularly to ensure that you are aware of any updates. If any updates are material, we will also take additional steps to bring the changes to your attention, including by notifying you directly.

4. Additional rights and obligations

This Privacy Policy applies in addition to, and does not limit, our rights and obligations under the Privacy Act 2020 (as amended or replaced from time to time) (**Privacy Act**) or any specific authorisation that you provide to us when you interact with us or use our materials and works.

You are not required to provide us with any personal information that we request. However, if you do not do so, we may not be able to provide certain materials and works to you.

Collection of personal information

5. Types of personal information we collect

The personal information we collect will vary depending on the services that you use, and your interactions with us. For example, we may collect your:

- contact information, such as your name, address, telephone numbers and e-mail addresses
- identity information, such as your date of birth and Driver's Licence details
- information relating to your relationship with us and the materials and works we have supplied to you

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- feedback that you provide
- insurance policy number
- any other personal information that you provide to us when you use our website or communicate with us.

6. Why we collect your personal information

We collect and hold your personal information for the following purposes:

- to provide our materials and works to you. This may include processing your orders or service request, delivering materials to you and managing your account with us;
- to communicate with you, including responding to enquiries or complaints;
- to manage our business operations and relationships. This includes keeping records of our interactions and transactions with you, carrying out administrative tasks, training our staff and improving internal processes;
- to process payments and manage finances, such as processing payments for materials or works, issuing invoices and receipts, managing accounts and outstanding balances and recovering unpaid debts where necessary;
- to comply with our legal obligations. This includes keeping records required by tax, employment or other law, verifying your identity where required, responding to requests from regulators, courts or law enforcement and meeting health and safety obligations;
- to improve our materials and works, including analysing trends and customer behaviour, developing new materials or works and testing and refining our systems;
- to enable insurance claim works to proceed;
- for any other purpose authorised by you or permitted by law.

7. How we collect your personal information

We generally collect your personal information directly from you. We may also collect information using cookies (see further detail below).

We may also collect your personal information from a third party in appropriate circumstances, such as if you authorise us to do so (where you are authorised by the individual concerned to provide their personal information to us) or where we are required or permitted to do so by applicable law.

For example, we may collect information about you from:

- Credit reporting agencies
- Novus Glass Customer Management System
- Master Glaziers Customer Management System

8. Information about other people

If you provide us with, or authorise us to collect, personal information about another person (such as your representatives or guarantors), you confirm that they have authorised you to provide us, or authorised us to collect, their personal information in accordance with this Privacy Policy and that you have informed them of their rights to access their personal information, as set out below.

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9. Cookies

When you visit our website, view our emails or interact with our advertising, we and our service providers may automatically collect information about your use of and access to our Website and the device used. We may collect this information through a variety of tracking technologies, including cookies, flash objects, web beacons and similar technology. This information may be combined with personal information we collect directly and may be used to improve, enhance and personalise your experience, monitor and improve our sites and applications and for other internal purposes.

If you prefer not to accept cookies, most browsers will allow you to change your browser settings to disable existing cookies, automatically request cookies or to notify you when you receive a cookie. However, if you disable, modify, or reject cookies, some parts or functionalities of our sites may be inaccessible or not function properly. For example, disabling cookies may require you to repeatedly enter information to take advantage of services.

Use and disclosure of personal information

10. How we use and disclose your personal information

We may use or disclose your personal information for the purpose for which it is collected, for reasonably expected related purposes and in any other circumstances authorised by the Privacy Act 2020.

For example, we may use or disclose your personal information for the following purposes:

- **to manage our relationship with you** – including providing you with materials or works that you have requested, for the performance of our obligations or exercise of our rights under our agreement with you (including, if applicable, undertaking credit checks (refer to section 6 above) and registering security interests), managing your account on our Website, responding to communications from you and updating you about our materials and works;

- **for the general operation of our business** - including to comply with our legal and regulatory obligations, record keeping practices and following up on payments and debt collection (for which we may engage our third-party debt collection partner, EC Credit Control (NZ) Limited);

- to send you **marketing information** about our materials or works that we think may be of interest to you (unless you have opted out of receiving marketing communications); or

- to enable **insurance claim** works to proceed.

We may also use any information that we collect in connection with the materials and works, in accordance with applicable law, to improve our materials and works, for statistical and research purposes, and for general information purposes including to provide industry and market insights. Any information that we disclose or publish will be in a fully aggregated and de-identified form (to ensure that it does not identify any individuals).

If you opt-out from receiving marketing emails, we may still send you non-promotional emails such as emails about your purchases, responses to your requests and enquiries and notices of any updates to our relevant terms and this Privacy Policy.

11. Disclosing your personal information

We may share your personal information with the following parties:

- our related companies from time to time (who may use it for the purposes set out above);

- credit reporters (if applicable in accordance with section 7 above);

- Novus Glass Customer Management System

- Master Glaziers Customer Management System

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- any other party authorised by you or to whom we are required or authorised to disclose personal information in accordance with applicable law.

If we provide materials or works to you on credit terms, or you submit a credit application to us, we may use the services of credit reporters and debt collection agencies. We may provide your personal information to those agencies in order to use their services. Information disclosed to credit reporters (including default information) will be held by them and used to provide their credit reporting services.

Where we use a credit reporter's services, they will collect your credit information for the purpose of providing credit reporting services to us and other subscribers to the credit reporter's consumer credit reporting services, and they will use and disclosure your credit information in accordance with their privacy policy. You have rights of access to, and correction of your credit information and any other personal information held by the credit reporter as set out in their privacy policy. In New Zealand, there are three credit reporters, and their privacy policies can be found at:

- Equifax: https://www.equifax.co.nz/privacy
- Centrix: https://www.centrix.co.nz/privacy-statement
- Experian: https://www.experian.co.nz/privacy-policy

More information about how they handle your personal information can be found in their privacy policies.

Storage of personal information

12. Accuracy of your personal information

We rely on you to ensure that the personal information we hold is accurate and up to date. To assist us in this, you need to provide accurate, current and complete information to us and update us if your details change.

13. Security and storage of your personal information

Security of your personal information is very important to us. We will take reasonable technical and organisational precautions to protect personal information that we hold. However, due to the inherent nature of the internet, we are not able to guarantee the security of any information that we hold or transmit.

Personal information that we collect is either held by us at our head office or on our behalf by a group company or cloud services provider.

Accessing and correcting your personal information

14. Access

Under the Privacy Act, you have the right to access and request correction of any personal information that we hold about you. Please refer to the Contact Us section below.

15. Contact us

If you have any questions about this Privacy Policy or our privacy practices, please contact us by phone on (03) 455 6134 OR by email at admin@aburnsglass.co.nz OR at 45 Otaki Street, South Dunedin, Dunedin 9012.

This Privacy Policy was last updated on 16 September 2026.

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