



GROWTH THROUGH INNOVATION

38 The Boulevard,
Te Rapa Park, Hamilton 3200
PO Box 20502, Te Rapa, Hamilton 3241
New Zealand

Dairy Technology Services Limited Privacy Policy 8/11/19

Dairy Technology Services Limited (“DTS”, “we” or “us”) is committed to protecting your personal information in accordance with the privacy principles in the Privacy Act 1993 (“Act”). This policy sets out our practices relating to information collection, use, and disclosure.

DTS collects, holds and uses personal information from members of the public, customers, and business relations for lawful purposes connected with activity carried out by DTS.

The privacy of your personal information is important to us, so we will not provide your information to any third parties except;

- To comply with any legislative requirements;
- By court order or demand of a regulatory authority;
- To defend against legal claims;
- Otherwise as permitted by the Act; or
- When we have your permission.

Collection and use of personal information

We are permitted by the Act to collect your personal information directly from you when you deal with us by telephone, by correspondence through a letter, fax or email, via our website, by filling in an online form. We will receive information from you in the process of accepting an order, setting up an account, processing a payment transaction, issuing a tax invoice, and answering general queries.

We will take all reasonable steps to ensure that all personal information is protected against loss, unauthorised access, use, modification or disclosure and other misuse.

We may use your personal information as follows:

- To provide you with services to help us develop our website or to personalise the services offered to you;
- To ensure our business systems are functional and reliable;
- To conduct marketing activities including market research, customer profiling and targeted marketing activities;
- To provide to our third party suppliers to ensure the product or service you have purchased will be effective and reliable.

DTS will respond to any request by an individual to access and correct personal information as soon as possible following receipt of such request.

Complaints

Complaints about a breach of the privacy principles in the Act should be directed to Dairy Technology Services, 38 The Boulevard, Te Rapa Park, Hamilton 3200, PO Box 20502, Te Rapa, Hamilton 3241 phone: 0800 500 387 email: customer.services@dts.co.nz

We have statutory obligations to:

- Deal with requests for access to and/or correction of personal information;
- Ensure we comply with the privacy principles in the Act;
- Work with the Privacy Commissioner on any investigation into DTS.

T: 0800 500 387
W: www.dts.co.nz



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Cookies

DTS uses cookies and other tracking systems on our website. A cookie is a small text file which is stored on your computer's hard drive when you first visit the Website. The cookie identifies your computer uniquely but does not harm your computer and does not identify you. This information may be used in a number of ways, such as to identify repeat visitors to our Website, areas of interest on our Website and to analyse visiting patterns. We also use Google Analytics to collect data about visits to our Website via Google advertising cookies and anonymous identifiers (a technology which performs a similar function to a cookie).

You can disable your web browser from accepting cookies, please visit:

<https://tools.google.com/dlpage/gaoptout>

Storing of Information

DTS will never rent or sell your personal information.

Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, DTS cannot ensure or warrant the security of any information you transmit to us via email or through the website. We have appropriate physical, electronic and managerial procedures in place to safeguard and secure the information we collect to prevent unauthorised access or disclosure, maintain data accuracy, and ensure the appropriate use of information.

Access to Other Websites

Our website also contains links to other sites and third party information. We are not responsible for the privacy practices or the content of other websites. In addition, a link to a website is not an endorsement by us of that site and DTS does not accept any responsibility for the content, or the use, of such website. Any third party data provided on our website is accurate to the best of our knowledge, but we have no obligation to you should the third party data not be accurate.

In no event will Dairy Technology Services Limited be liable to any party for any direct, indirect, special or other consequential damages for any use of this website, or on any other hyperlinked website, including, without limitation, any lost profits, business interruption, loss of programs or other data on your information handling system or otherwise, even if we are expressly advised of the possibility of such damages.

Variation

We may vary our Privacy Policy from time to time at our sole discretion. If we do so, we shall post the new Privacy Policy without prior notice to you. Such changes will become effective immediately upon being posted on our website.

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