

General

Okawa Rotoiti Timeshares Incorporated (**we, our, or us**) recognise that your privacy is very important and we are committed to protecting the personal information we collect from you.

The *Privacy Act 1993* (**Privacy Act**) and Information Privacy Principles govern the way in which we must manage your personal information. This policy explains how we collect, use, disclose and otherwise manage personal information about you.

Collection

Types of information collected

We may collect and hold personal information about you, i.e. information that can identify you, and is relevant to providing you with services you are seeking. The kinds of information we typically collect include name, address, age, contact details (land line phone, mobile phone, fax, email), timeshare information, bank account details, employment information as well as electronic information from your use of our website. We endeavour at all times to collect personal information in a fair and lawful manner.

Method of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may collect personal information about you from any document or report in relation to an incident at any premises managed by us. We may also collect personal information about you from our third party service providers who assist us.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The personal information that we collect and hold about you depends on your interaction with us. Generally, we will collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and for the purposes of:

- communicating with you, either verbally, electronically or by post;
- providing services or credit to you or someone else you know;
- monitoring, auditing and evaluating our services;
- providing you with information about other services that we offer that may be of interest to you;
- facilitating our internal business operations (including accounting, administration, and security);
- providing information about your pending membership expiry (where applicable);
- for billing and debt recovery functions;
- involving you in market research, gauging your satisfaction and seeking feedback regarding our relationship with you;
- developing, improving and marketing our services;

- insurance or medical purposes following an incident or accident;
- complying with any legal or regulatory requirements; and
- dealing with any complaints or enquiries.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services or products you, or they, are seeking.

Our website

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name. To allow our web server (computer) to identify and interact more effectively with your computer, we may use “cookies”. Cookies are small packets of information. When you use our website we send you a cookie with a unique identification number. Cookies do not identify you personally, but they may link back to a database record about you. We may use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively. You can accept or reject all cookies as you choose. Our website may contain links to other sites. We are not responsible for the privacy practices or the content of linked web sites and linked websites are not subject to our privacy policies and procedures. We encourage you to read the privacy policies of any linked sites before disclosing your personal information.

Use and Disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected. We may disclose personal information about you to third party service providers who assist us in providing our services (including professional advisors, mail houses, auditors, marketing bodies, customer service providers, data analysis providers, credit processing and debt recovery providers) and these service providers may not be required to comply with our privacy policy. However, we take reasonable steps to ensure that third party providers adhere to our privacy policy.

In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (e.g. where you would reasonably expect us to and the purpose is related to the purpose of collection). We will not sell or rent the personal information collected from you or about you to any third party.

Security

We store your personal information in different ways, including paper and electronic forms. We take all reasonable measures to ensure that your personal information is stored safely to protect it from misuse, unauthorised access, modification, or disclosure, including electronic and physical security measures.

Access and correction

You may access the personal information we hold about you by written request at any time. We will respond to your request within a reasonable period. We may charge you a reasonable fee for providing access to your information (but not for making a request for access).

We will endeavour to make your personal information available to you within 14 days.

We will endeavour to keep your personal information accurate and up to date. You can assist us by advising us of any change to your details. If at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct it.

If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to if you are unhappy with our response.

Complaints and Feedback

If you wish to make a complaint about a breach of the Privacy Act or Information Privacy Principles, please contact us as set out below and we will take reasonable steps to investigate the complaint and respond to you. If you are not happy with our response, you may complain directly to the Privacy Commissioner. If you have any queries or concerns about our privacy policy, or the way we handle your personal information, please contact our Privacy Officer at:

Telephone: 09 2389219

Fax: 09 2386826

By post: PO Box 324, Pukekohe 2340.

Email: allen@ct.co.nz