

Privacy Policy

Introduction

This is the privacy notice of Cook River Experiences Limited trading as Experience Fox Glacier. In this document “we”, “our”, or “us” refer to Cook River Experiences trading as Experience Fox Glacier. We are registered in New Zealand. Our registered office is Findex, 13 Camp Street, Queenstown, Queenstown, 9300, New Zealand

This is a notice to inform you of our policy regarding the information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the legislation and this notice, “process” means collect, store, transfer, use or otherwise act on information.

Our policy complies with both the Privacy Act 1993 (the Privacy Act) & Data Protection Act 2018 (GDPR). By visiting the website of the Data Controller, the Data Subject (“visitor”, “you”) accepts the terms of this privacy policy.

We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them.

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

Personal information we collect about you

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address, email and contact number)
- Payment information: financial information such as bank account or credit card information in order to facilitate the processing of payments
- Any information provided to us on your behalf to allow us to carry out our service to you, such medical information, gender, height, weight)
- Any preferences you tell us about
- Should you apply to work at **Experience Fox Glacier**, we collect personal information from you such as;
 - Name
 - Contact Details
 - CV’s education and employment history

We ask that you do not provide any sensitive personal data (e.g. gender, height, weight, medical information, religion, philosophical or political beliefs, financial data) in job applications

We ask you to provide only the information that is necessary to submit a query to our website on our services.

In order for us to carry out our service to we may need to process special categories of personal data, for example, in certain instances we may require medical information.

Special categories of personal data are as follows:

Racial origins, ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic or biometric data, criminal convictions or offences

How we get the information and why we have it

Direct Interactions

The main reason we use your personal data is to be able to provide you a range of experiences and services and benefits relating to your travel needs.

We collect information to assist in identifying ways in which we can ensure you have an efficient interaction with us, to assist our operations including safety and risk management, accounting, staff training and administration

- Bookings, we use personal information to complete and administer your booking
- Fill in the query form on our website
- Correspond with us via email, phone or subscribe to our newsletter
- Meet with us on a one-to-one and provide us with your business card, for example.
- Send your cv to us in order to apply for employment
- To conduct research, surveys and feedback
- For any other purposes for which you have given permission

Most of the personal information we process is provided to us directly by you, however we also receive personal information indirectly, from the following sources in the following scenarios:

Input sources: e.g. Facebook, Google Ads, Instagram, Twitter, third party service suppliers you may use.

From visiting these pages, or interacting with us, you are passing information on to us via the above platforms, these are known as cookies. This type of information is technical data about your computer equipment, browsing actions and preferences.

We also may have access to your publicly available details from these sources.

Lawful Basis for Processing

Under Article 6(1) of the GDPR we are required to determine the legal basis for which we process different categories of your personal information, and to notify you of the basis for each category.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Information we process because we have a *contractual obligation* with you.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:-

- Arranging your booking with us – setting up your account details
- Liaising with you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website
- Processing and ensuring payment of invoices

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract

Information we process because we have *your consent*. (GDPR)

In certain situations, you may provide your personal details if you are looking for more information about our business or products and services in these cases you provide your consent to us to process information that may be personal information

Wherever possible, we aim to obtain your explicit consent to process this information, for example by asking you to agree to our use of cookies or opting in for a newsletter subscription or information to be sent to you.

Sometimes you might give your consent implicitly, such as when you send us a message by email to which you would reasonably expect us to reply

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at ea@experiencefoxglacier.co.nz

Information we process in your *vital interests*

Your health and safety are our key priority. Should there be any reason, while you were in our care, that you needed medical assistance or required help in any way and could not provide consent, we would share your details with the appropriate authorities.

Information we process for the purposes of *legitimate interests*

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do so after having given careful consideration

to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would consider it reasonable to do so

For example, we may process your data on this basis for the purpose of;

- necessary administration of our business – for example, arranging your booking
- responding to unsolicited communication from you which we believe you would expect a response
- Processing payments and invoices
- preparing for a job interview with you

Information we process because we have a *legal obligation*

We may be required to give information to legal authorities if they so request and subject to the correct authorisation

We also may be required to process your data in order to comply with common or statutory law

What we do with the information

- verify your identity for security purposes
- process financial transaction
- sell products to you
- provide you with our services
- keep our website safe and secure

If there are any regulatory requirements to process your personal data whilst carrying out any of the above, we are obliged to do so.

We may share your personal data with selected business associates, suppliers and contractors to provide you with our services. For example, these business partners may include our web hosting provider and our IT Cloud service providers.

In the event that we buy or sell any business or assets, it may be necessary to disclose personal data to the prospective buyer or seller.

How long we hold your information

We keep your information for no longer than it is required or allowed by law, as a result the retention periods on your data will vary depending on the purpose and type of personal data.

For more information on our retention periods please contact manager@experiencefoxglacier.co.nz

Data Transfers

If you are an EU citizen or booking with us from within the European Economic Area (EEA) rest assured that as New Zealand has adequacy status with the EU, your data is safe. In other circumstances it may be necessary for us to transfer your data outside the European Economic Area (EEA). We will only transfer data to receivers that are in countries approved by the EU Commission, or where there are the appropriate safeguards in place to protect your personal data. For further information on these appropriate safeguards, please email: manager@experiencefoxglacier.co.nz

Security

There are appropriate security measures in place to protect your data in the event of being accidentally lost or accessed without authorisation. Your data is also limited to only the necessary parties that need to process your data for business purposes.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information

- Your right to rectification – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances
- Your right to object – You have the right to ask us to stop processing your personal data for profiling or direct marketing (GDPR)
- Your right to restriction of processing – You have the right to object to the processing of your personal data in certain circumstances
- Your right to data portability – You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances (GDPR)

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at manager@experiencefoxglacier.co.nz if you wish to make a request.

How to Complain

You can also complain to your local Supervisor Authority if you are unhappy with how we have used your data or

Contact for the New Zealand Privacy Commissioner;

Wellington
Level 8
109-111 Featherston Street
Phone (04) 474 7590

Auckland
Level 13
51-53 Shortland Street
Phone; (09) 302 8680