

# Privacy Statement

At GoPrivate, we respect your right to privacy and understand that protecting your personal information is important. We comply with the New Zealand Privacy Act 2020 (Privacy Act) when handling personal information. This Privacy Statement explains how we collect, hold, use, disclose and protect your personal information.

## Who we are

GoPrivate Limited is a New Zealand registered company (NZBN 9429049240061) based in Wellington, New Zealand.

You can phone us on (04) 886 2730

You can email us at [contact@goprivate.limited](mailto:contact@goprivate.limited)

Please make privacy related requests and complaints via the form on the Contact page of our website. This will be received by our Privacy Officer, Gavin Knight, CIPP/E, CIPM, CIPT, FIP.

## We value your privacy

Privacy is our business, so we appreciate the sorts of harm that can occur when your privacy is not protected and we strive to protect your personal information as if it was our own.

At GoPrivate, we go **far beyond** the minimum required by law; we believe the 'gold standard' for respecting personal information in New Zealand is the New Zealand Government's Data Protection and Use Policy ([DPUP](#)). We strive to respect DPUP principles in everything we do.

Where appropriate we also endeavour apply the highest international standard for data protection, which we believe is Europe's General Data Protection Regulation ([GDPR](#)). This standard gives you additional rights beyond that required by New Zealand law including; for example:

- If you ask us to delete your personal information we will;
- If you ask us to transfer your personal information to a third party (e.g. another service provider), we will;
- and more. ([See GDPR Articles 12-23](#) for details)

## We only collect the personal information necessary to deliver our services and we put you in control of what information we hold about you

**We respect your privacy so much, we don't even need to know your identity**

If you use this website to communicate with us, sign up to our newsletter or make a purchase, we will ask for your name, but we don't mind if you make up a name that isn't your own.

We will also request an email address so we can recognise and communicate with you. We will use that email address to ensure we don't get you mixed up with anyone else and will not assign you any unique identifier ourselves. So, if you don't want that email address to be able to be linked to any other information, you can give us a new email address (or alias) that you don't use elsewhere. Just make sure it is a valid address we can reach you on.

If you would like us to invoice your organisation, we will request relevant information to enable such invoicing. Amongst this information you may choose to tell us your relationship to that organisation (e.g., position title). Giving us your relationship to your organisation will always be optional; we will never refuse to provide any of our services because you choose to withhold your relationship to your organisation.

We may provide you with the opportunity to give us your phone number so we can contact you by phone or text. Giving us your phone number will always be optional; we will never refuse to provide any of our services because you choose to withhold your phone number.

If you make an online purchase on our website, you will be asked to enter your payment details via our website to a third party payment processor. You will be advised at the time which third party processor is being used, after which you will be able to withdraw from the transaction before entering your payment details. GoPrivate does not collect or see the payment details you provide to the third party payment processor.

If you prefer not to make payments through our website, please email us and we will send you an invoice containing information enabling you to pay through your bank.

If you are purchasing a product for other people (such as training for your employees), please ensure you have authority to disclose to us the email addresses you register with us. GoPrivate will assume you have obtained such authority.

Other than details of banking transactions in our bank account, purchasing products for other people (such as employees), and for verification of identity and authorization to meet Privacy Act obligations, the only personal information GoPrivate collects about you is what you tell us. We do not collect personal information about you from other sources.

## You can access your personal information

To access what personal information we hold about you or to request correction of such information where you believe it is inaccurate, please fill out our [Privacy Request/Complaint Form](#) or email [contact@goprivate.limited](mailto:contact@goprivate.limited). We will provide access to and correction of personal information as required by the New Zealand Privacy Act ([s.22 Information Privacy Principles 6 and 7](#))

Because we don't insist on knowing your identity, to ensure we don't disclose your personal information to anyone else, please either include your email address in the form or make your request from the email address you gave us when you gave us your personal information.

If you are making a request under the Privacy Act on behalf of another person, we will want to ensure you are authorised by that person. To effect this verification, we may request sufficient information from you to verify your identity. Then, to verify you are authorized, we may share this

information with the person whose personal information your request relates to or, if that is not possible, we may perform necessary checks with relevant authorities.

## We keep your personal information safe

We will ensure that any personal information we hold about you is protected by appropriate security safeguards. These security safeguards will protect against loss, unauthorized access or misuse.

GoPrivate's core platform is a cloud platform provided by Hostinger that employs [numerous security safeguards](#) including:

- 24/7 monitoring
- Firewall protection
- DNS protection through Cloudflare protected nameservers
- Anti-malware protection on endpoints and servers
- Secure access manager
- OWASP secure coding practices

## We don't disclose your personal information to anyone else

We will not disclose your personal information to anyone outside GoPrivate Limited unless you consent or we are required by law.

## We will dispose of your personal information after use

When we no longer require your personal information for the purposes it was collected, we will either delete it or anonymise it so that it is only usable for statistical purposes in a way that your identity cannot be determined from it.

## We use limited website analytics and cookies

We use Google Analytics to help us understand how our website is being used. This uses first-party cookies when you browse our website. Such cookies help our website recognise how you use our website, but do not collect personally identifiable information. If you have any concern about cookies, you can block them in your browser settings. Doing so will not restrict your use of our website.

If you have any concerns about Google using your data on ours or any other website, you can control what information Google collects on you and how it is used. Google publishes information on how to do this [here](#).

## Links to other websites

Our website, training courses and other resources may contain links to other websites. We do not have control over those websites and we are not responsible for the protection of any personal information you provide whilst visiting those websites. Those websites are not governed by this Privacy Statement.

## Amendments

We may, at any time and at our discretion, amend this Privacy Statement. We recommend you check regularly to ensure you are aware of our current Privacy Policy.

We will endeavour to prompt you to read our Privacy Statement each time you make a purchase on our website.