

## Engage Solutions Privacy Policy

Engage Solutions Ltd. will not disclose any customer information provided and will treat customers information with complete confidentiality.

The defined terms in this Policy have the same meaning as in our Terms of Use, which You should read together with this Policy. By accessing our Website and using our Service, You consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

### What we Collect

The Engage Solutions Ltd. Service involves the storage of Data about a company and their employee information. That Data can include personal information. "Personal information" is information about an identifiable individual, and may include information such as the individual's name, email address, telephone number, licence, qualifications and work visa specifics.

Engage Solutions will collect personal information directly from You when You:

- use the Service,
- contact the Engage Solutions Ltd. support team, and
- visit our Website.

Engage Solutions will receive personal information from You about others

Through Your use of the Service, Engage Solutions Ltd. will also collect information from You about other people (your employees). If You provide Engage Solutions Ltd. with personal information about other people, You must ensure that You are authorised to disclose that information to Engage Solutions Ltd. and that, without Engage Solutions Ltd. taking any further steps required by applicable data protection or privacy laws, Engage Solutions Ltd. may collect, use and disclose such information for the purposes described in this Policy.

This means that You must take reasonable steps to ensure the individuals concerned are aware of and/or consents to the various matters detailed in this Policy, including the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to obtain access to that information.

Where requested to do so by Engage Solutions Ltd., You must also assist Engage Solutions Ltd. with any requests by the individuals to access or update the personal information You have collected from them and entered into the Service.

### The purpose of holding Your information

Engage Solutions Ltd. collects Your and Your employee(s) personal information so that we can provide You with the Service and any related services You may request. In doing so, Engage Solutions Ltd. may use the personal information we have collected from You for purposes related to the Services including:

- verifying Your identity,
- administration of the Service,
- notify You of updates or new functions added to the Service,
- carry out marketing or training relating to the Service,
- assist with the resolution of technical support issues or other issues relating to the Service,
- comply with laws and regulations in applicable jurisdictions, and
- communicate with You in general

By using the Service, You consent to Your and on behalf of Your employees personal information being collected, held and used in this way and for any other use You authorise. Engage Solutions Ltd. will only use Your and Your employees personal information for the purposes described in this Policy or with Your express permission.

It is Your responsibility to keep Your password to the Service safe. You should notify us as soon as possible if You become aware of any misuse of Your password, and immediately change your password within the Service or via the “Forgotten Password” process.

Engage Solutions Ltd. holds your personal information on servers located in New Zealand We use third party data hosting providers’ (Umbrellar NZ) to host our Services on servers located in New Zealand.

By entering personal information into the Services, you consent to that personal information being hosted on servers located in NZ. While your personal information will be stored on third party servers it will remain within Engage Solutions Ltd. effective control at all times. Each data hosting provider’s role is limited to providing a hosting and storage service to Engage Solutions Ltd., and we’ve taken steps to ensure that our data hosting providers do not have access to, and use the necessary level of protection for, Your personal information. They do not control, and are not permitted to access or use your personal information, except for the limited purpose of storing the information.

## Security

Engage Solutions Ltd. is committed to protecting the security of Your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure at all times. Your personal information is stored on secure servers that have SSL Certificates and all Data transferred between You and the Service is encrypted.

The Internet is not in itself a secure environment and we cannot give absolute assurance that Your information will be secure at all times. Transmission of personal information over the Internet is at Your own risk and You should only enter, or instruct the entering of, personal information to the Service within a secure environment.

We will advise You at the first reasonable opportunity upon discovering or being advised of a security breach where Your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

## Disclosing Your Personal Information

Engage Solutions Ltd. will not disclose Your or Your employees personal information to a third party unless You have provided Your express consent, however, You should be aware that Engage Solutions Ltd. may be required to disclose Your personal information without Your consent in order to comply with

any court orders, subpoenas, or other legal process or investigation, if such disclosure is required by law. Where possible and appropriate, we will notify You if we are required by law to disclose Your personal information.

You may request access to Your personal information

It is Your responsibility to ensure that the personal information You provide to us is accurate, complete and up-to-date.

Engage Solutions Ltd. uses cookies

In providing the Service, Engage Solutions Ltd. utilises "cookies". A cookie is a small text file that is stored on Your computer for record-keeping purposes. A cookie does not identify You personally or contain any other information about You but it does identify Your computer.

We may use a combination of "persistent cookies" (cookies that remain on Your hard drive for an extended period of time) and "session ID cookies" (cookies that expire when You close Your browser) on the Website to, for example, track overall site usage, and track and report on Your use and interaction with ad impressions and ad services.

You can set your browser to notify You when You receive a cookie so that You will have an opportunity to either accept or reject it in each instance. However, You should note that refusing cookies may have a negative impact on the functionality and usability of the Website.

We do not respond to or honour "Do Not Track" requests at this time.

Privacy complaints process

If You wish to complain about how we have handled Your personal information, please provide our Managing Director with full details of Your complaint and any supporting documentation:

- by e-mail at [support@engagesolutions.co.nz](mailto:support@engagesolutions.co.nz), or
- by letter to The Privacy Officer, Engage Solutions Ltd, Level 26, 188 Quay Street, Auckland, 1010

Our Managing Director will endeavour to:

- provide an initial response to Your query or complaint within 10 business days, and
- Investigate and attempt to resolve Your query or complaint within 30 business days or such longer period as is necessary and notified to you.

Updates

Engage Solutions Ltd. reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to [www.engagesolutions.co.nz](http://www.engagesolutions.co.nz) Website. Engage Solutions Ltd. will make every effort to communicate any significant changes to You via email or notification via the Service. Your continued use of the Service will be deemed acceptance of any amended Policy.