

Moana Seafood

Privacy Policy

Aotearoa Fisheries Limited [trading as Moana New Zealand Limited] (**Moana Seafood** or **we, us, our**) recognises the importance of protecting your privacy. We are committed to safeguarding the privacy of our customers.

1. Introduction

- 1.1 **Overview:** This Privacy Policy explains how Moana Seafood may collect, hold, use and disclose information that identifies you (your personal information). If you would like to contact us in relation to this Privacy Policy or our use of your information, please email us at the details set out in the Contact us section below.
- 1.2 **Application of this Privacy Policy:** Please read this Privacy Policy carefully. It applies to any personal information that you provide to Moana Seafood or authorise us to collect. By accessing our website, ordering fish and seafood products from us, or otherwise providing us with personal information, you authorise us to collect, use and disclose your personal information in accordance with this Privacy Policy.
- 1.3 **Updates to this Privacy Policy:** Moana Seafood may update this Privacy Policy at any time by posting an updated version of this Privacy Policy on our website. The updated version of this Privacy Policy will take effect immediately upon such notice. We may also take additional steps to bring the changes to your attention, including by notifying you directly. We will update you of any material changes as required by law.
- 1.4 **Additional rights and obligations:** This Privacy Policy applies in addition to, and does not limit, our rights and obligations under the Privacy Act 1993 (as amended or replaced from time to time) (Privacy Act) or any specific authorisation that you provide to us when you interact with us.

2. Collection of personal information

- 2.1 **Types of personal information we collect:** The personal information we collect will depend on your interaction with us. The personal information we commonly collect includes:
 - (a) **Contact details:** such as name, title, address, telephone number, e-mail address
 - (b) **Account information:** your username and password
 - (c) **Delivery details:** including your delivery contact and delivery address
 - (d) **Order details:** includes your order details, transaction history
 - (e) **Marketing:** details of your marketing preferences
 - (f) **Feedback:** details of any feedback that you provide on us, our website or our products
 - (g) **Technical information:** this includes information that we automatically collect when you access or use our website (e.g. IP address, browser type, cookie information).

You are not required to provide us with any personal information that we request. However, if you do not do so, we may not be able to process your order. We'll let you know if this is the case.

- 2.2 **How we collect personal information:** Generally, we collect personal information directly from you. We may also collect your personal information from a third party if you have authorised them to provide, or authorised us to collect, that information. For example, we may also collect information about you and your use of our website through the use of automatic data collection tools. These tools collect certain standard information about your access and computer, such as your browser type, operating system and language, access times and your Internet Protocol (IP) address.
- 2.3 **Payment card information:** If you make a payment on our website, Shopify, Google Pay or Shop Pay will process your payment depending on which provider you select. Shopify, Google Pay and Shop Pay will encrypt and store your payment card number securely, in accordance with its Privacy Policy available at <https://www.shopify.com/legal/privacy> <https://policies.google.com/privacy> <https://www.shopify.com/legal/privacy/app-users>. Any payment transactions will be stored on Shopify, Google Pay or Shop Pay's hosting services depending on how you choose to pay. This means that your payment card number is not held by us, and is never revealed to us. If you make a payment on our website you agree to the collection, use and storage of you payment information by Stripe, Google Pay or Shop Pay in accordance with their Privacy Policy.
- 2.4 **Cookies:** Moana Seafood may also collect information through cookies on its website. Cookies are small pieces of information that are stored on a user's computer. We may use cookies to personalise your experience on the website, make it easier for you to navigate our website, and improve your experience by storing your search, login details and order history. Cookies can be disabled via your web browser; however doing so may limit your access to some of the websites' content and features. We may also use cookies to track non-personally identifiable information such as usage and volume statistics, for research purposes in order to further develop our website.
- 2.5 **Information about other people:** If you provide us with, or authorise us to collect, personal information about another person, you confirm that they have authorised you to provide us, or authorise us to collect, their personal information in accordance with this Privacy Policy and that you have informed them of their rights to access and request correction of their personal information, as set out below.

3. **Use of personal information**

- 3.1 Moana Seafood may use your personal information for the following purposes:
- (a) to create an account for you on our website, fulfil your orders and process payments
 - (b) to provide customer support and manage our relationship with you (including to notify you of changes to our website, terms and conditions, and respond to queries or complaints)
 - (c) to market our products to you (e.g. via newsletters or other marketing materials) unless you have opted-out of such marketing
 - (d) to comply with our legal obligations and policies
 - (e) to ensure the security of our networks and systems, protect against, identify and prevent fraud and other claims

- (f) to analyse your use of our website, personalise and improve your experience on our website using cookies and similar technologies
 - (g) to facilitate our internal business operations (including for training and for developing, maintaining and testing our IT systems and infrastructure)
 - (h) for any other purpose authorised by you or permitted by law.
- 3.2 We also use aggregated and anonymous information (where identifiable characteristics are removed, so that you will remain anonymous) for statistical and research purposes.
- 3.3 We may communicate with you by email and other electronic means.

4. Disclosure of personal information

- 4.1 Moana Seafood may share your personal information for the purposes set out above with the following parties:
- (a) our related companies and organisations, partners, contractors and service providers (including IT services providers), to assist us with the operation of Moana Seafood;
 - (b) authorities, regulators and professional advisers (including lawyers, bankers, auditors and insurers);
 - (c) third parties to whom we may choose to sell, transfer or merge parts of our business or our assets;
 - (d) any other party authorised by you or to whom we are required or authorised to disclose personal information in accordance with applicable law.

5. Security and storage

- 5.1 **Security:** We take reasonable technical and organisational security measures to prevent loss or unauthorised access, use, alteration or disclosure of personal information you provide to us or authorise us to collect. We also require any contractors or service providers who require access to your information required to implement reasonable technical and organisational security measures to protect your information.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will apply our normal procedures and comply with legal requirements to protect your information, we cannot guarantee the security of your information transmitted to or from the website and any transmission is at your own risk.

- 5.2 **Links to third party websites:** The website may from time to time contain links to and from other websites. If you follow a link to any of those sites, please note that those sites ought to have their own privacy policies and that we do not accept any responsibility or liability for those sites or for their privacy policies. Please check those privacy policies before you submit your information to those sites.
- 5.3 **Login details:** If you have a username, password or other login details which enable you to access certain parts of the website, you must not allow any other person to use them and must treat them as confidential. If you believe or suspect that someone else knows your login details

you must contact us using the email address set out under the **Contact us** heading below as soon as possible. Please also see our Terms and Conditions.

6. **Access and correction of personal information**

Under the Privacy Act, you have the right to access and request correction of any personal information that we hold about you. Please refer to the [Contact us](#) section below.

7. **Contact us**

If you have any questions or requests relating to this Privacy Policy or personal information that we may hold about you, please contact us on:

- (a) **Address:** 1-3 Bell Avenue, Mt Wellington, Auckland, 1060
- (b) **Email:** kaimoana@moana.co.nz

This Privacy Policy was last updated on 14 April 2020.
