



EQUISSAGE

A.B.N. 17 002 385 211

Southlink Estate 29 Resource Street Parkinson QLD 4115

PO Box 698 Archerfield QLD 4108

Phone: 1800 178 528 Fax: +61 7 3386 7220

Email: enquiries@equissage.com.au Website: www.equissage.com.au



PERFORMANCE • MAINTENANCE • REHABILITATION

Privacy Policy

Scope

This document applies to personal information collected by Niagara Healthcare (NZ) Limited (“we”) and sets out how we safeguard your privacy.

Introduction

Niagara respects the privacy of your personal information and is committed to ensuring its proper collection, storage, use and disclosure. Under no circumstances will personal information collected or held by Niagara be sold or made available to marketing agencies or similar parties who are not involved with Niagara or any of its related companies which include but are not limited to C T Healthcare Pty Limited, Niagara Australia Pty Ltd, and Accell Therapy/Equissage (together the “**Niagara Group**”). If you have any questions relating to this privacy statement, please do not hesitate to contact Niagara by phoning 0800 Niagara (0800 642427).

Privacy Policy

Niagara recognises the importance of protecting your privacy. We are committed to ensuring the continued integrity and security of the personal information you entrust to us. We appreciate that the success of our business is largely dependent upon a relationship of trust being established and maintained with past, current and prospective customers, clients and other individuals with whom we conduct business. We will therefore continue to collect and manage your personal information with a high degree of diligence and care. We will comply at all times with New Zealand privacy laws (including but not limited to the Privacy Act 1993 (the “**Privacy Act**”). If you have a comment, query or complaint regarding a privacy matter, we encourage you to discuss it with us.

In this policy "personal information" has the same meaning as under the Privacy Act.

Niagara may change this policy from time to time without prior notice to you, and we encourage you to check this policy regularly to make sure you are aware of any changes.



Equissage a division of Niagara Healthcare (NZ) Ltd

Unit 19/14 – 22 Triton Drive , Albany , New Zealand

Tel 0800 642 427

Company Number : 2360931

<http://www.niagarahealthcarenz.co.nz>**EQUISSAGE**

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How Personal information is collected and held

We usually collect personal information directly from you. Sometimes we collect personal information from a third party where we have obtained your consent to do so or where the Privacy Act permits such collection. For the purposes of complying with our obligations to refinancing agencies and other third parties, we may be required to collect additional personal information from you to confirm your identity. We may also collect personal information about you from other members of the Niagara Group and from commercially-available third-party databases.

We hold personal information electronically and in hard copy form, both at our own premises (Unit 19/14-22 Triton Drive, Albany Auckland) and with the assistance of our service providers (Viking Tanks, 1450 Whangaparaoa Road, Army Bay, Auckland and Crowe Horwath (NZ) Limited, Level 29, 188 Quay Street, Auckland). Information may also be held at 29 Resource Street, Parkinson, Queensland 4115, Australia by C T Healthcare Pty Limited, which is a member of the Niagara Group. Niagara implements a range of measures to protect the security of that personal information. We also take measures in respect of destroying personal information that is no longer required for any lawful purpose.

Use and Disclosure of Personal Information

We use your personal information to provide you with Niagara and Equissage products and services, and to perform our regular and necessary business functions. We may also use your information as permitted by the Privacy Act.

If you fail to provide personal information that is requested by Niagara, you may not be able to be provided with products or services, and your customer experience may be detrimentally affected.

We may disclose your personal information to organisations and agents that carry out functions on our behalf, to refinancing agencies and credit reporting agencies, to any person Niagara appoints to assist in the enforcement of any contract that it may have with you (for example, debt collection agencies) and to other third parties where the product or service requires this. We may disclose personal information about you to law enforcement or regulatory agencies if the disclosure of such information is required by law or any applicable regulation (in New Zealand or overseas). Niagara may also share your personal information with any member of the Niagara Group.



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We also use your personal information in connection with providing, administering, improving and personalising our products and services. This can include processing payments, delivering orders, managing promotions, providing refunds and discounts, verifying your identity, communicating with you (including for direct marketing purposes), conducting product and market research, maintaining and updating our records, dealing with enquiries from you, and working with our service providers and refinancing agencies. Using your personal information, we endeavour to improve our understanding of your interests, suitability and behaviour in relation to products, services and offers, including informing you of third party financial products.

We may also use your personal information to protect our lawful interests. We may provide direct marketing communications to you on an on-going basis by telephone, electronic messages (e.g. email), our digital services and other means. These communications may relate to the products and warranty services we provide, and other Niagara or Equissage products, and/or third party financial products and/or services which may be of interest to you. You can call us on 0800 Niagara (0800 642427) between 9am and 4pm Monday to Friday to opt out of electronic and telephone direct marketing communications.

Types of Personal Information Collected (What Personal Information about You does Niagara hold?)

Personal information Niagara may collect about you includes, but is not limited to:

- name(s), address, email address, telephone number(s);
- date of birth;
- credit card details along with transactional information such as the type and quantity of products that you purchase;
- any additional information you provide, such as when you contacted us for assistance;
- any information you may provide to us through customer surveys;
- any other personal information which Niagara is required to collect for identification verification purposes; and
- any additional information provided in a consumer or commercial credit application you make through refinancing agencies.



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What does the Niagara Group do with Your Personal Information?

In addition to the uses set out above, we collect and use your personal information for the purposes of:

- providing you with products and services;
- fulfilling our on-going obligations (including warranty, recall, assistance, client care & after sales services) to you as the user of our products;
- responding to any inquiries or comments that you submit to us;
- assisting in your application for consumer credit by refinancing agencies;
- abiding by Niagara Group policies relevant to sales and marketing, including informing you about products and services that we think may be of interest to you;
- any other purpose you have consented to; or
- any use which is required by law.

We may also use your personal information for customer service requirements, direct mail, marketing communications (via telephone, mobile, fax or email), market research, and product development purposes.

Opting Out

At any time you may opt out of receiving electronic communications from us other than those communications necessary (directly or indirectly) to facilitate transactions for the supply of products and/or services, or any other communications that are required by law. Unless you opt out, you consent to receive communications from us and to the collection, use and disclosure of your personal information as described in this privacy policy.

Procedures for access, correction, and feedback

Under the Privacy Act you have the right to access and request correction of your personal information held by Niagara. If you wish to access or correct any personal information we hold about you or have any feedback or concerns about privacy, please contact us as set out below. A fee may be charged to cover the cost of retrieval. If you seek a response from us, we will let you know who will be handling your matter and when you can expect a full response. In the case of access and correction requests, please provide as much detail as you can about the particular information you seek in order to help us retrieve it.



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If we decline your request, we will provide you with our reasons for refusing your request. If you disagree with our decision to refuse to make the requested correction, you may ask us to make a note of any statement provided by you of your requested correction, and attach it with your personal information.

Contact

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may visit the New Zealand Privacy Commissioner website at www.privacy.org.nz or phone 04-474 7590 (Wellington) and 09-302 8680 (Auckland).

Queries regarding privacy should be directed to the New Zealand Regional Sales Manager:

Telephone: 0800 Niagara (0800 642 427)

Mailing and street address: Unit 19/14-22 Triton Drive, Albany, Auckland.

