

Privacy Policy

DataForge Limited ("us", "we", or "our") is committed to maintaining the highest standards to safeguard personal information. This Privacy Policy outlines when we collect personal information and how we handle it. Personal information is not used, shared, or transferred in connection with the website except as described in this Privacy Policy or otherwise indicated on the site.

Collection, Storage, and Use of Personal Information:

When you use the website, you may choose to disclose personal information to us. This information may be accessed by our staff, site administrators, and occasionally by third-party contractors who are involved in administering or working on the Service, including special projects.

Third-Party Contractors and Confidentiality:

We take data privacy seriously and ensure that any third-party contractors who access or process your personal information are bound by appropriate confidentiality agreements. These agreements, which may include Non-Disclosure Agreements (NDAs) or equivalent contractual obligations, are designed to uphold the security and confidentiality of your data.

Data Security Measures:

We implement rigorous security measures to safeguard your personal information, regardless of whether it is accessed by our staff, site administrators, or third-party contractors. Your data is handled in a manner consistent with our commitment to maintaining the highest standards of privacy and security.

Data Retention:

Personal information provided is securely held by us. It may be shared with third-party contractors only as needed for the administration of the service or for collaboration on special projects. Your personal information will not be shared without your consent, except where required by law.

Purpose of Personal Information:

The personal information you provide will be used solely for delivering our services, enhancing our services, or communicating with you.

Cross-Border Data Transfers:

We operate and store data on servers located outside of New Zealand. As a result, your personal information may be transferred to, processed in, and stored in countries other than New Zealand. By using our website and services, you consent to your personal information being held in New Zealand and Australian data centres.

If you have any concerns about these data centres, please contact our Privacy Officer using the contact details provided in the "Contact Us" section of this privacy policy.

Feedback:

Feedback is valuable for evaluating and enhancing the Service. Any feedback submitted through the Service is directed to relevant staff for assessment.

Statistical Information and Cookies:

To improve the Service and configure its settings, we may collect statistical information about

your visit using website 'cookies'. A cookie is a code snippet that generates a file on your computer to track the pages viewed on our Service or to support its functionality.

Google Analytics:

We utilise Google Universal Analytics to gather and analyse usage details of our Service. Collected data is stored on Google Analytics servers and is accessible to authorised staff only.

Information collected by Google Analytics includes:

- The first three parts of the IP address of the device
- Pages accessed on our site and links clicked
- Date and time of the visit
- Referring site, if any, through which the visit was initiated
- Operating system and web browser details
- Additional incidental information like screen resolution and language settings.

Microsoft:

We partner with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our website through behavioural metrics, heatmaps, and session replay to improve and market our products/services. Website usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimisation, fraud/security purposes, and advertising. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement](#).

Correcting Your Personal Information:

In accordance with the Privacy Act 1993, you have the right to access and request corrections to the personal information you have provided us.

If you wish to view or amend the information that you have provided us or have privacy concerns, please contact us. We may require proof of identity before providing any personal information that you have provided us. Reach us at:

The Privacy Officer DataForge Limited Email: info@dataforge.co.nz

To request your Personal Information held by DataForge, please start by completing the Personal Information Request form.

Privacy Complaints:

If you have a privacy complaint and are unsatisfied with our response, you can contact the Privacy Commissioner:

Office of the Privacy Commissioner PO Box 10094 Wellington 6143 Freephone: 0800 803 909 (New Zealand only) Phone: +64 4 474 7590 Fax: +64 4 474 7595 Email: enquiries@privacy.org.nz