



## SRS Group Privacy Policy

**Effective Date:** November 2025

**Compliance:** Privacy Act 2020 and Privacy Amendment Act 2025

### 1. Introduction

SRS Group NZ Limited (“we”, “our”, “us”) is committed to protecting your privacy and complying with the **Privacy Act 2020** and its amendments. This policy explains how we collect, use, store, and disclose personal information, including new obligations under the **Privacy Amendment Act 2025**.

### 2. Scope

This policy applies to all personal information collected in New Zealand from clients, employees, contractors, suppliers, and website visitors.

### 3. What We Collect

- Contact details (name, address, email, phone)
- Engagement details (inquiries, project records)
- Employment information (qualifications, bank details)
- Website usage data (IP address, cookies)
- Other relevant details for contracts or site operations

### 4. How We Collect Information

- Directly from you via forms, emails, or site visits
- Through online tools and cookies
- From publicly available sources or third-party providers

#### **New Requirement – IPP 3A:**

From **1 May 2026**, if we collect personal information **indirectly** (from third parties), we will notify you as soon as practicable, including:

- The purpose of collection
- Intended recipients
- Your rights to access and correct the information

### 5. Why We Collect Information

To:

- Provide and improve services
- Manage projects and communications
- Process payments

- Comply with legal obligations
- Ensure safety and security

We only use information for the purpose it was collected.

## 6. How We Protect Data

We use administrative, physical, and technical safeguards to prevent unauthorised access, loss, or misuse. Breaches are reported to the Privacy Commissioner within 72 hours.

## 7. Retention

We keep personal information only as long as necessary for legal or operational purposes, then securely destroy or de-identify it.

## 8. Access and Correction

You have the right to access and correct your personal information. Requests can be made via email or in writing. We respond within a reasonable timeframe.

## 9. Disclosure

We may share information:

- With contractors or service providers
- If required by law
- With your consent

We do not sell personal information.

## 10. Overseas Transfers

If information is stored or processed overseas, we ensure comparable privacy protections and contractual safeguards.

## 11. Changes to This Policy

We review and update this policy regularly. Any changes will be published here.

## 12. Contact Us

### Privacy Officer – SRS Group NZ Limited

Phone: 09 953 0599

Email: [alice@srsgroup.co.nz](mailto:alice@srsgroup.co.nz)

If you wish to make a privacy complaint, please contact us first. If unresolved, you can raise a complaint with the **Office of the Privacy Commissioner** under the Privacy Act 2020.

This policy ensures we manage personal information with respect, transparency, and accountability, reflecting our commitment to privacy and trust.