

Privacy Policy

Definitions

"Us" or "Our" or "We" or "Company": Refers to Gleamy Group Limited

"You" or "Your" or "Client": Refers to your organisation

"ACCuWorks": Refers to the software and service provided and developed by Gleamy Group Limited

"Staff": Refers to employees of Gleamy Group Limited

This Privacy Policy applies to personal information collected by Gleamy Group Limited and sets out how we collect, store and use your personal information and how you can access and update your personal information or make a complaint.

Unless otherwise notified to you that your personal information will be held and used in accordance with the Privacy Act 1993.

Collection of information

We may collect personal information from you when you:

- Agree to access the Service of ACCuWorks. This may include your contact details, date of birth, other information relating to your account with us, such as payment method and possibly bank details
- Contact us with an enquiry, or in response to a communication from us, in which case this may advise us something about your preferences

Use of information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Assisting to identify you when you make an enquiry so that we can avoid disclosing information to unauthorised person(s)
- Responses to your enquiries
- Maintaining your accounts with us, including administering any data that are associated with your account
- Improve our products and services to you
- We may send emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- Administration and contact about improved administration of any accounts, services and products provided by us previously, now or in the future

Disclosure of information

We will not share your personal information with any third party that intends to use it for direct marketing purposes unless we have specifically informed you and you have given us specific permission to do this

We may share your personal information with other third parties, but ONLY in the following circumstances:

- When we believe you have violated our Terms of Service; or where legitimately requested for legal or regulatory purposes, as part of legal proceedings or prospective legal proceedings; or if we believe disclosure is necessary to protect our rights
- In the event of a merger or acquisition of all or part of our business by another company, or in the event that we were to sell or dispose of all or a part of our business, the acquirer would have access to the information maintained by us, which could include personal information
- From time to time, we may use third party, like service providers to assist us with our business activities, such as internal operations of our websites and applications, database or hosting providers, back-up service providers, and other information technology or payment service providers. These third parties may also have access to personal information held by us and may use this information on our behalf.
- To assist us in improving our products and services, we monitor aggregated data that is collected by our Service and may share this with third parties collectively and in an anonymous way. This data will not reveal personal information.
- By providing your personal information to us, you consent to us transferring this information to third party information technology providers, including our hosting and back-up service providers, both within and may be outside of New Zealand.

Data storage and security

- We may hold your personal information in electronic databases, such as our customer relationship management system. We take all reasonable steps to keep any personal information we hold about you secure. We restrict unauthorised access to personal information to our employees, contractors and agents who require that information in order to operate and develop our application and service.
- When the personal information that we collect is no longer required, we destroy or delete it in a secure manner, in accordance with best practice for document and data destruction.
- We maintain strict security measures in order to protect your personal information. This includes certain procedures such as encrypting data on our websites and compliance with all applicable legal requirements.

Access to personal information

The Privacy Act 1993 gives you the right to access and correct personal information held by us. Your information is held securely and will not be disclosed to any other person or

organisation unless authorised by you. To query or access any personal information we hold about you, call our support team, or log in to www.accuworks.co.nz to gain access.

When you contact us to make changes by phone or online, we will need to verify that you are the person authorised to obtain and update personal information. We will therefore ask you for identifying details such as your ACC treatment provider ID if appropriate, surname or date of birth.

If you are unable to satisfy the identification requirements, you will not be able to access or change the information. If you ring our support team, you will be asked for your surname and address in order to find your record and then your date of birth if possible to verify your identity.

Cookies

Like most applications, ACCuWorks uses cookies which are small piece of text files stored on your computer to help provide you with the best experience we can. For example, our cookies help us make ACCuWorks work as you would expect, and improve the speed of ACCuWorks. If you do not wish us to deploy cookies in your browser, you can change your computer settings to reject cookies or to notify you when a website tries to put a cookie on your computer. Please be aware that rejecting cookies may affect your ability to use some of the products and/or services on our website.

We do not use cookies to:

- Collect any personally identifiable information (unless your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties

Questions and Complaints

The Office of the Privacy Commissioner has further details of the New Zealand Privacy Act and how it protects personal information in New Zealand. If you have any questions or have a complaint about this Privacy Policy, please write to us at the address below or email support@accuworks.co.nz. We may amend this policy from time to time, in which case the amended version will be published on www.accuworks.co.nz.

Company Information

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