

PRIVACY POLICY (Last updated July 2018)

1. GENERAL

- 1.1 Kiwi Steel Holdings Limited, Total Building Management Limited, Leading Edge Fabrication Limited and their associated group of companies which includes (but are not limited to) their related companies, subsidiaries and affiliates and whether in respect of any one, some or all of them (**the Group, we or us**), recognises that the privacy of your personal information is important to you. We believe in respecting and protecting your privacy. The following Privacy Policy applies to the information collected through our websites (**Sites**) and when you phone, talk, send emails or write to us. This Privacy Policy (together with our terms of use (**Terms of Use**) and any other documents referred to herein or the Terms of Use – <http://www.ksholdings.co.nz/>) explains how we collect, store, protect and use information that you provide to us.
- 1.2 The amount of information you will provide to us will depend on the type of services that you use. We will only disclose your personal information provided to us in accordance with this Privacy Policy.
- 1.3 By visiting our Sites and/or giving us your personal information, you are accepting the practices described in this Privacy Policy. Please read this policy carefully to understand how we will collect, use and maintain your personal information. If you do not accept the practices described in this Privacy Policy please do not buy our products and/or use our services and/or give us any of your personal information.

2. CHANGES TO PRIVACY POLICY

- 2.1 This Privacy Policy may be updated from time to time. If we make any changes, we will notify you by revising the “Last Updated” date at the top of this Privacy Policy. The currently applicable Privacy Policy can be viewed at <http://www.ksholdings.co.nz/>. The updated Privacy Policy becomes effective 14 days after it is published on our Sites.
- 2.2 If we make any material changes to this Policy we will provide you with additional notice (by either adding a statement to our Sites, a notification popping up, or sending you an email notification) prior to the changes becoming effective. We encourage you to periodically review this page for the most current statement of our privacy practices. Your continued use of the Sites and/or services constitutes your agreement to be bound by such changes to this Privacy Policy.

3. COLLECTION OF PERSONAL INFORMATION

- 3.1 The type of information that the Group collects from you will depend on the circumstances in which it is collected. At various stages:
- (a) you may be requested to provide the Group with personal information in order for us to provide you with information, a product and/or service, access to our WiFi networks or as may be necessary by law. It may include your name, phone number, email, address, other contact details, device details, data on the use of our WiFi networks (including without limitation, network traffic, web pages visited, and data usage etc), information required to do business with us, including information obtained through credit checks, your bank account details, and credit card details, transactional information (including products and/or services purchased and billing address), information about your data storage preferences, employer’s name, and job title;
 - (b) we may inadvertently collect your personal information from any photographs or videos taken of our prototypes, products and/or services in connection with our own marketing efforts, including but not limited to any photographs or videos taken of you using drone technology owned and/or operated, by the Group, or third parties acting on behalf of the Group. These photographs and videos may be transferred to and stored on the servers of the manufacturer of the drone we have used to take these photographs and videos; and
 - (c) we may collect personal information through video footage of you taken using ‘CCTV’ stationed throughout our premises.

- 3.2 When you access or use the Sites, we may automatically collect information about you, including:
- (a) user activity in connection with the Sites and may collect information about the applications and features you use, the Sites you visit, the sizes and names of the files or folders you upload, download, share or access while using the Sites, the content you access and any actions taken in connection with the access or use of your Content in the Sites;
 - (b) log information about you when you access and use the Sites including your Internet Protocol address (**IP Address**), access times, browser type and language, Internet Service Provider (**ISP**), the web pages that you visit, the content you use and the URL of the web page you visited before navigating to the Sites, download errors and length of visits to web pages that you visit;
 - (c) if you access the Sites from a mobile device, we may collect information about the device, including the hardware model, operating system and version, unique device identifiers, mobile network information (as allowed by the mobile network) or platform information (as allowed by the specific platform type). We may ask for or access your location based information from your mobile device with your consent through our mobile apps; and
 - (d) we and/or service providers use various technologies to collect information, which may include saving cookies to your computer or mobile device. Please refer to the Cookie Policy set out in clause 7 below.

3.3 We may also store electronic files or other information that you upload or provide through the Sites.

3.4 If you provide any third party information, such as names, email addresses and the like, you acknowledge that you have the authority of the third party to provide this information and that they have agreed to the terms of this Privacy Policy.

3.5 If you do not provide us with the information we request we may not be able to fulfil the applicable purpose for collection.

4. **USE AND DISCLOSURE OF PERSONAL INFORMATION**

4.1 Our primary purpose for collecting, holding, using and disclosing personal information is to enable us to:

- (a) provide, operate, maintain and improve the Sites;
- (b) enable you to access and use the Sites;
- (c) process, and to communicate with you (including but not limited to welcome emails, order confirmations, pick-up and delivery reminders, and payment transaction notices) in relation to, any transactions or attempted transactions conducted on the Site;
- (d) process, and to communicate with you in relation to, your payments for products and/or services or assess and process warranty claims and/or refunds; and
- (e) provide you with products and/or services that you have requested from us;
- (f) respond to comments, enquiries, and requests and providing customer service and support;
- (g) observe any modification and/or damage to, or theft of, our property, including any actions or omissions in connection (whether direct or indirect) with the modification and/or damage to, or theft of, our property;
- (h) observe, manage and/or improve any and all processes in connection with the preparation, production, manufacture and/or delivery of our products and/or services;

- (i) preserve and/or improve the functioning and/or security of our premises, our networks, our IT systems and/or our data in their entirety;
 - (j) collect any information necessary to commence, conduct and/or complete any process and/or proceedings in connection with your employment;
 - (k) carry out our obligations arising from the Terms of Use <http://www.ksholdings.co.nz/>, and
 - (l) open and maintain trading accounts for the supply of products and/or services.
- 4.2 In addition to the primary purpose for collection, information about you collected by the Group may be held and used by us for research purposes, to analyse statistical information, to conduct trade promotions, to comply with legislation and regulations, to inform you of changes to our businesses and our products and services, for marketing purposes (including but not limited to communicate with you about current products and services, new products and services, features, surveys, newsletters, offers, opportunities, promotions, contests and events, and provide you with other news or information about the Group, our select partners and any third parties), to resolve Disputes (as defined in the Terms of Use), to train staff, and to assist in developing our Sites.
- 4.3 In carrying out our business it may be necessary to share information about you with:
- (a) companies within the Group;
 - (b) third-parties who are working on our behalf and require access to your information to carry out that work, including but not limited to process billing, know your client requirements, providing customer support, etc;
 - (c) third-parties, including but not limited to ERP system providers, as well as trade references, creditors and suppliers, as may be necessary in order to determine your creditworthiness as a pre-condition to us providing you with products and/or services;
 - (d) a third-party:
 - (i) if we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request;
 - (ii) to enforce our agreements, policies and Terms of Use;
 - (iii) to protect the rights, property, interests or safety of any of the Group, our directors, our employees, our customers or the public;
 - (iv) to respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person; or
 - (v) with your prior consent.
- 4.4 The Group may unilaterally or upon reasonable request (with reasonableness determined in the Group's sole-discretion), use its best endeavours to remove or destroy or procure the obscuring, removal or destruction of any personal information collected from any photographs or videos taken of our prototypes, products, properties and/or services in connection with our own marketing efforts, including but not limited to any images and/or footage of you on any photographs or videos taken of you using drone technology owned and/or operated, by the Group, or third parties acting on behalf of the Group.
- 4.5 We may disclose, transfer and/or dispose your information to a third-party in connection with, or during negotiations of, any merger, sale of assets, financing, or acquisition of all or a portion of our business to another company.

5. **COMMUNICATIONS**

- 5.1 We may also send transaction-related communications such as welcome emails, order confirmations, pick-up and delivery reminders, and payment transaction notices. You expressly agree to receive this information via email, telephone, post, text message or via such other communication method that you have provided details for. We may from time to time send you marketing or promotional communications, unless you elect to opt out of receiving such information. You can discontinue future promotional communications by following the specific unsubscribe instructions in the communications you receive.

6. **IP ADDRESSES AND SERVER LOGS**

- 6.1 As with most websites, we automatically collect your IP address when you use our Sites so that our server is able to send your computer information. Your IP address may also be collected in logs of the various tasks performed by our server. Generally IP address information would only be analysed anonymously unless your IP address is associated with activity that is problematic or suspicious. The servers may also log information such as data sent and received by the web site or the app, web requests, browser type, page visits, numbers of clicks, date and time information, and cookies.

7. **COOKIES**

- 7.1 A cookie is a string of information that a website stores on your computer. Your browser can provide the cookie back to the Sites on subsequent visits in order to identify you to the Sites. We use cookies to help us identify and track visitors, Sites usage, and Sites access preferences.

You may refuse to accept cookies by activating the setting on your browser which allows you to reuse the setting of cookies, or you can visit our Sites using an incognito or private browser window. The “Help” or “Internet Settings” functions within your browser should tell you how. Alternatively, you may wish to visit <http://www.allaboutcookies.org/> which contains detailed information on cookies and to delete, restrict or block them on a wide variety of browsers. For information on how to do this on the browser of your mobile phone you will need to refer to your handset manual.

- 7.2 Please be aware that if you select to refuse or restrict cookies you may be unable to access certain parts of the Sites and certain features of the Sites might not work as intended without cookies.

8. **GOOGLE ANALYTICS**

- 8.1 We use Google Analytics to gather information about how our Sites are used to help us to improve its usefulness and relevance. Google Analytics uses cookies provided by Google. For more information regarding how Google uses data gathered through our use of Google Analytics please see the page at the following address www.google.com/policies/privacy/partners/. No personal information will be provided to Google and neither we nor Google will associate any of the information gathered by the Google Analytics service with personal information about you.

9. **DATA SECURITY**

- 9.1 We will use commercially reasonable endeavours to prevent unauthorised access to, unauthorised use of, or corruption of your personal information and the other information we obtain. We do not guarantee that we will be able to prevent unauthorised access to, unauthorised use of, or corruption of information that we hold but if we learn that such an event has occurred we will inform you so that you can take whatever steps are necessary to protect your security. We take no responsibility for the security of your own computer or your internet connection.

10. **Your Rights**

- 10.1 You have the right to access the personal information we hold about you, where it is stored, and if it is held in such a way that it can be readily retrieved.

10.2 In the event you would like us to correct, change, remove or delete your personal information, please contact us at ***privacy@ksholdings.co.nz*** with a specific request that we correct, update, remove or delete your personal information. We will use commercially reasonable efforts to honour your request.

10.3 We will retain and use your personal information:

- (a) for the period necessary to fulfill the purposes outlined in this Privacy Policy; and
- (b) to comply with our legal obligations, resolve disputes and enforce our agreements.

10.4 We may still send you non-promotional communications, such as security alerts and notices related to your access to or use of the Sites, our ongoing business relations, or employment matters.

11. **LINKS FROM THIS SITE**

11.1 Our Sites may link to other third party sites. These linked sites are not under our control and we are not responsible for the content of those sites. Any such links are not subject to the same privacy policies seen in this Privacy Policy. Before disclosing any personal information on such sites, we recommend that you carefully review any policy documents or terms and conditions that appear on the linked sites. The Group is not responsible for any practices on linked websites that might breach your privacy.

12. **CONTACTING US**

12.1 If you have any questions about this Privacy Policy, or you wish to report any circumstances whereby you believe we have not conformed with this Privacy Policy, please contact us by ***privacy@ksholdings.co.nz***.

13. **GOVERNING LAW**

13.1 Your information is provided to us in accordance with the laws of New Zealand.