

Privacy Policy - The Induction Company Limited

This policy explains how The Induction Company Limited, a company incorporated in New Zealand (company number 8148779) (**The Induction Company, us, we**), collects, holds and processes personal information and other data for The Induction App™ (the Platform). Our services include the creation and provision of The Induction App™ and other services provided from time to time (**Services**). We only provide Services to our business customers, and not directly to individuals, but we recognise that in doing so we will be dealing with our customers' data and that may include personal information of their customers, employees, users or others to whom they provide their services.

We take the privacy of personal information seriously, and we comply with the Privacy Act 2020 (**NZ Privacy Act**) and the European Union's General Data Protection Regulation (**GDPR**).

While only people resident in the European Union are entitled as of right to the protections established by the GDPR, as a part of our commitment to privacy we have decided to make those protections available to all our customers, suppliers and other users of our services, globally, as set out in our privacy policy.

Important: International transfer of personal information

- If you are an employee of one of our business customers or use its services, your information may be used by that customer.
- If that customer is located outside New Zealand or NOT in a country that has been accorded adequacy by the European Commission under the GDPR, this means that your personal information may be transferred to, and stored in, a country that is not subject to privacy laws that, overall, provide comparable safeguards to those in the NZ Privacy Act or which are not adequate for GDPR purposes. The Induction Company does not control where that personal information may be transferred to or stored.
- Under our [Terms of Service](#) you consent to the transfer of your personal information in the above circumstances.

1. What is personal information?

"Personal information" is the New Zealand term for "personal data" as defined in the GDPR. It means any information that can identify you either directly or indirectly (i.e. by reference to other information we have access to). It can be anything from a name, a photo, an email address, employment details, interactions on social media, or an IP address.

2. Who is responsible for your personal information?

The Induction Company is the "data controller" of your personal information, which means that we are the entity that determines the purposes and means of the processing of your personal information. The term "processing" is used as defined in the GDPR. It includes collection, storage, and all of the ways we use personal information when we provide our Services to you.

The Platform operates as a hosted online service on behalf of our business customers. If you are an employee or user of, such organisation, then in this scenario we act only as the data processor of your personal information. In such cases, that organisation will be the data controller and you will need to contact that organisation if you have any questions about how they process (i.e. collect, store and use) your personal information.

3. How we collect personal information

(a) Personal information you provide to us:

- When a customer engages us to provide Services, we collect that customer's name, business address, billing details (such as credit card number), phone number, the contact person's name and contact details, and other company information that a customer provides to us which is reasonably necessary to enable us to provide our Services.
- Each time you log-in to your account to use our Platform we collect your user name and password.

- When you submit content to the Platform we may collect a copy of such content, which may include personal details and other information.
- When you contact us for support or other enquiries we may collect your name, your organisation's name, telephone number, email address and any other information you provide to us.
- When you send us a message via our website we collect your full name, email address and data contained in your message.
- When you sign up to our newsletter we collect your email address.
- We may collect any other information that you provide to us or that you upload to the Platform.

It is your decision whether you want to share your personal information with us. However, this may mean that we are not able to provide you with all of our Services.

- (b) **Technical information we may collect automatically.** When you interact with our Platform we may collect technical information about your equipment, browsing actions and patterns. This includes internet protocol (IP) address, browser type and version and time zone settings, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our Platform. We collect this information by using cookies and other similar technologies.
- (c) **Organisation information.** When a business customer enters into a contract with us to provide Services, we will ask for information about the organisation that we need to provide those services; this information may include contact details of the organisation representative and billing information. The organisation may also provide us with some or all of their personnel's email addresses, for us to invite them onto the Platform.
- (d) **Information about minors.** We do not knowingly collect personal identifiable information from children under 18 without consent from a parent or guardian. In the case we discover that a child under 18 has provided us with personal information without the requisite consent, we will delete that information from our servers as quickly as is practical. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

4. How and why we use personal information

We rely upon a number of lawful grounds to ensure that our use of your personal information is compliant with applicable laws. We set out the type of personal information, purpose for our use and the legal grounds we rely on below.

Type of personal information	Purpose	Lawful basis
Customer contact information (customer name, contact person's name, telephone number and email address)	• To enable us to liaise with you to set up and configure the Platform for you as Customer and your employees or users. • To enable us to contact you periodically to gain your feedback and suggestions on the Services. • To send you notifications that are relevant to you. • To notify you about changes to the Services.	Your consent. Necessary for the performance of our contract with you (i.e. to provide our services to you).
Billing information (name, address, telephone number, credit card details, and other information that is necessary in order to process the transaction)	• We require your billing information in order to bill you for our Services. • If you sign up for a subscription service, a recurring subscription will be created in our payment system, the payment system will store your billing information on their secure payment gateway for as long as necessary to carry out the terms of your subscription. Should you cancel your subscription, your billing information will be removed.	Necessary for the performance of our contract with you (i.e. to provide our Services to you).
User registration information (name, email address)	• To verify and grant you access to your account. • To provide you with the Platform. • To verify that you are a user when you create an account. • To let you know about our policies and terms.	Necessary for the performance of our contract with you (i.e. to provide our Platform to you).

	To identify users and send notifications related to the use of our Services.	
Technical information (IP address, browser type, browser language, information about your device type, operating systems and type of operating system (e.g. iOS or Android) cookies, and the pages you request)	- To facilitate the provision of the Services. - To enable us to diagnose and prevent service or technology problems reported by our users or by engineers that are associated with the IP addresses controlled by a specific web company or ISP. - To monitor and prevent fraud and abuse.	Necessary for the performance of our contract with you (i.e. to provide our Services to you).
Personal information from employees or users (such as preferences and opinion)	So that you can deliver a personalised induction and training experience, monitor satisfaction, and improve the programme as needed.	User consent. Necessary for the performance of our contract with you (ie. to provide our Services to you).
Personal information from employees or users (such as photo, identification, licenses, etc) as an image or file.	So that the information, documents or images that are required can be collected digitally, as relevant to the Customer.	User consent. Necessary for the performance of our contract with you if this option is active (ie. to provide our Services to you).
Personal and sensitive information from employees or users (such as gender and ethnicity, previous names, medical issues, IRD and bank account numbers, date of birth, and contact details)	- So that this information can be used for the completion of employment agreements, taxation forms, retirement savings forms, payroll forms, and other new person forms as relevant to the Customer. - This information is encrypted with stricter access controls.	User consent. Necessary for the performance of our contract with you if this option is active (ie. to provide our Services to you).

5. How we may share personal information

We may disclose or share personal information with third parties in the following circumstances:

- **With your consent.** We may share personal information with third parties where you have consented or requested us to do so.
- **Third party service providers.** We may share personal information with companies that support our Platform and our Services, including any person that hosts or maintains any underlying IT system or data centre that we use to provide our Platform or Services. We use other third parties such as a credit card processing company to bill you for goods and services. These third parties are prohibited from using your personally identifiable information for promotional purposes.
- **Legal purposes.** Where it is legally required by a third party, government agency or law enforcement authority in any jurisdiction (in which case we will generally require a production order or similar court order). Where we are to make any disclosure of customer data, we will provide our relevant customers with as much advance notice as is reasonable in the circumstances, provided we are not prevented by law from doing so.
- **To enforce our rights, prevent fraud and for safety.** To protect and defend our rights, property or safety or that of third parties, including enforcing our privacy policy and any terms of use, or in connection with investigating and preventing fraud or other suspected illegality or security issues.
- **Business sale.** In the event we sell our business we may disclose personal information to the prospective buyer. If substantially all of our assets are acquired by a third party, personal information will be one of the transferred assets.

6. Security

We take reasonable precautions, including administrative, technical, and physical measures, to safeguard personal information against loss, theft, and misuse, as well as against unauthorised access, disclosure, alteration, and destruction. Unfortunately, no data transmissions over the Internet can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure please contact us immediately. Our contact details are set out in paragraph 17 (Contacting us) below.

7. How long we keep personal information

Subject to your right to withdraw consent set out in paragraph 13 (Your Rights), we retain personal information for as long as it is needed to be able to provide our Services to a customer or user. Once our Services have been provided, we will only keep data if it is necessary or required to meet legal or regulatory requirements, resolve disputes, or to prevent fraud or abuse.

8. Third-party Platforms and services

Our Platform may contain links to third-party websites, products, and services. Information collected by third parties, which may include such things as location data or contact details, is governed by their privacy practices. We encourage you to learn about the privacy practices of those third parties.

9. Social media platforms

Please be aware that if you share any of your personal information on a third-party social media website or app (e.g. Facebook, Instagram and LinkedIn), your personal information may be collected or used by the third-party website or app and/or the users of these Platforms, and could result in you receiving unsolicited messages. We encourage you to review the privacy policies and settings of the social media websites and apps you interact with.

10. Cookies and other technologies

To improve your experience, our Platform may use “cookies” and other technologies such as pixel tags and web beacons. A cookie is a small text file that our Platform may place on your device as a tool to remember your preferences. These technologies help us better understand user behaviour, tell us which parts of our Platform people have visited, and facilitate and measure the effectiveness of our products and services. Pixel tags enable us to send email messages in a format that customers can read, and they tell us whether mail has been opened. We may use this information to reduce or eliminate messages sent to customers.

Our Platform uses Google Analytics in order to better understand our users’ needs and optimise your service experience. Google Analytics is a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By visiting our Platform, you consent to the processing of data about you by Google in the manner described in [Google’s Privacy Policy](#). You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our Platform and your use of our services will be impaired.

In some of our email messages, we use a “click-through URL” linked to content on our Platform. When customers click one of these URLs, they pass through a separate web server before arriving at the destination page on our Platform. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our communications. If you do not consent to us collecting information on your click-through activity, do not click text or graphic links in the email messages.

11. Storage of data

We use third party service providers to assist in storing and processing certain types of personal information for us, and some of these service providers may be located overseas, or use facilities located overseas to provide us with services.

All data we collect is stored with Firebase, a platform provided by Google for developing mobile and web applications. Firebase have servers located around the world, but the database component of Firebase we are using (called Firestore) is located in Australia.

12. Privacy breaches

A privacy breach occurs where there is an unauthorised or accidental access to, or disclosure, alteration, loss, or destruction of, personal information held by us or an action that prevents us from accessing personal information on either a temporary or permanent basis.

If we learn of a privacy breach involving any of our Services we will assess whether the privacy breach is likely to cause serious harm to an affected individual or individuals. If our assessment finds that the privacy breach has caused serious harm to an affected individual or individuals, or is likely to do so, we will notify the individual or individuals and the relevant supervisory authority within the timeframes prescribed by the applicable local laws.

13. Your rights

We are committed to protecting and respecting your privacy; therefore, we have extended the following rights granted under the GDPR to all users of our services, regardless of where you live. These rights are the:

- **Right to access and rectification:** You have the right to ask us to confirm what information we hold about you.
- **Right to rectification:** You can request that we update or correct your personal information at any time.
- **Right to erasure:** In certain situations, you have the right to request that we erase your personal information. We will respond to your request and will only disagree if certain limited conditions apply.
- **Right to object:** Where we are using your personal information because we believe it necessary for our legitimate interest to do so, and you do not agree, under certain circumstances you have the right to object.
- **Right to withdraw consent:** Our processing of your personal information is based solely on your consent; you may withdraw your consent at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so.
- **Right to data portability:** You can ask for a copy of your personal information in machine-readable form that supports re-use and you can request that we transfer your personal information to another entity.
- **Right to lodge a complaint:** You can raise a complaint with us or a supervisory authority if you are not happy with how we are processing your personal information. Your local supervisory authority will be able to give you more information on how to submit a complaint

14. Changes to our privacy policy

We may revise, modify or update our privacy policy from time to time by publishing an updated privacy policy on our Platform. We encourage you to regularly check our Platform. We will notify you by email of any material changes to our privacy policy.

15. NZ Law

Subject to the rights you may have under the GDPR, our privacy policy is governed by the laws of New Zealand and you submit to the non-exclusive jurisdiction of the New Zealand courts.

16. Contacting us

If you have any comments, suggestions, or questions concerning our privacy policy or to exercise any of your rights, you can write to us at:

The Privacy Officer
The Induction Company Limited
5 Dockside Lane, Auckland Central, Auckland, 1010
New Zealand

or you can send an email to Privacy@InductionApp.co

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