

Privacy Policy

Purpose

At UNO Windows & Doors Ltd (“we”, “us”, or “our”), we are committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you visit and browse our website, use our services, or interact with us in accordance with the New Zealand Privacy Act 2020.

Information We Collect

We collect personal information that is necessary for lawful business purposes connected to our functions and services.

The types of personal information we may collect include:

Identity & Contact Details: Your full name, email address, telephone number, billing/physical address, and postcode.

- **User Content & Media:** Custom measurements, property/project details, and user-uploaded photos (e.g., photos of existing doors or windows submitted via our forms or website).
- **Marketing & Communication Preferences:** Your explicit preferences regarding whether you wish to receive product updates, news, and promotional offers.
- **Technical & Usage Data:** Domain name, IP address, device details, pages visited, referrals from third-party sites, and session length collected via cookies and tracking technologies.

How We Collect Personal Information

We collect personal information through fair, lawful, and non-intrusive means:

- **Directly from You:** When you fill out an electronic query/quote form, create an account, request a brochure, enter a competition, or contact us.
- **Automated Browsing Technologies:** When you visit or navigate through our website via cookies, web beacons, and log files.
- **Social Media Interactions:** When you interact with our optional social media links or plugins (such as Facebook or Instagram).

Cookies, Web Analytics & Targeting

We gather and analyse information regarding usage of this website to improve user experience and deliver relevant content. A cookie is a small text file placed on your hard drive by our web page server. You can choose whether to accept or block cookies by altering your browser settings.

Purpose of Cookies & Analytics

These cookies help us to:

1. Recognise and remember your preferences.
2. Track the effectiveness of advertising and online marketing campaigns.
3. Measure referrals from third-party websites to our site.
4. Conduct market research to improve our services.

Third-Party Remarketing & Targeted Advertising

We use third-party tools, including Google and Meta (Facebook) Remarketing features, to deliver advertisements tailored to your interests and limit how often you see an ad. These third parties may place cookies on our site with our permission to remember your visits and share this data with advertising networks.

Social Media Buttons

Our site may include social media features (e.g., Facebook, Instagram, LinkedIn). Use of these third-party services is entirely optional. We may make use of any information you choose to make public when using these integrated services.

Purpose of Collection and Use

If you choose to provide us with personal information (such as an email address or telephone number), we will use it only for the purposes you authorise including:

- Responding to your requests, queries, or quote applications.

- Processing orders, managing customer service, and providing requested information.
- Sending targeted marketing and product news, provided you have consented to receive email marketing.
- Improving, personalizing, and securing our website and digital channels.

Disclosure of Personal Information

We do not sell your personal information. We only disclose personal information in accordance with the Act:

- Service Providers: Carefully selected third parties performing essential functions on our behalf (e.g., web hosting, marketing automation, or analytics providers).
- Security & Anti-Spam Verification: We may use third-party security verification services (such as Google reCAPTCHA) on our forms to prevent spam and abuse. These services may evaluate hardware and software information to verify human interaction.
- Legal Requirements: When required by law enforcement, regulatory authorities, or court orders to comply with legal obligations.

Security & Storage

The security of your personal information is important to us. In accordance with the Act:

- Our personnel are required to respect the confidentiality of Personal Information, and all staff are aware of our obligations under the Privacy Act 2020.
- We follow generally accepted industry standards to protect personal information submitted to us during transmission and storage.
- Note: While we take all reasonable steps to safeguard your data, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

Privacy Breach Notification: In the event of a privacy breach that causes (or is likely to cause) serious harm, we will notify affected individuals and the Office of the Privacy Commissioner (OPC) as required by law.

Retention of Information

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected or to comply with statutory legal requirements. Once no longer required, information may be securely destroyed or anonymised.

Your Rights: Access, Correction & Deletion

Under the NZ Privacy Act 2020, you have the right to:

1. Access: Confirm whether we hold personal information about you and request a copy of it.
2. Correction: Request that any inaccurate or outdated information be updated or corrected.
3. Deletion: Request the permanent deletion of personal information held about you, subject to applicable legal retention rules.

Direct Marketing Unsubscribe

If you have previously agreed to receive email marketing, you can opt out at any time by:

- Clicking the unsubscribe link in any marketing email we send you.
- Contacting us directly using the details below.

Contact Us & Privacy Enquiries

If you have questions regarding this Privacy Policy, wish to exercise your rights (access, correction, or deletion), or have a privacy concern, please contact us:

- Email: marketing@unowindows.co.nz
- Phone: 06 2729080
- Postal Address: UNO Windows, 23 Fitzgerald Rd, Hawera 4673

If you believe we have breached the Privacy Act or wish to learn more about New Zealand privacy obligations, you can visit the Office of the Privacy Commissioner:

- Website: privacy.org.nz
- Phone: 0800 803 909