



NEW ZEALAND

Privacy Policy

PRIVACY POLICY

Interactive New Zealand Limited ("Interactive", "we", "us" or "our") respects and upholds your right to privacy protection under the *Privacy Act 2020* (NZ) ("the Act") and the Information Privacy Principles ("IPPs") under the Act in respect of the collection, use, disclosure and handling of personal information from individuals. This Privacy Policy ("Policy") details the practices we have adopted to protect your privacy so that you can feel confident about how we manage the personal information you entrust to us.

When does this Policy apply?

This Policy applies if you are one of our clients, suppliers, vendors, partners, a prospective employee, or you use any of our services, or if you visit our website at www.interactive.com.au ("Site"). By providing personal information to us, you authorise us to collect, hold, use, disclose and otherwise process that information in accordance with, and for the purposes specified in, this Policy

When do we collect personal information?

Under the Act, "personal information" means information about an identifiable individual.

We collect personal information (including contact name, telephone number, address details, email addresses, identity details such as your photo or image, occupation, employer, education and qualifications, including via CCTV etc) in a range of contexts including:

1. When entering into relationships with new clients;
2. When individuals apply for employment with us;
3. When we have requested information via our Site or through social media accounts (including personal information that is publicly available);
4. When visitors, contractors and other client personnel attend our facilities;
5. When providing services to our clients;
6. When you enter into a giveaway or promotional activities with us.

If we have collected personal information in the above context(s) or any other, including indirectly, we will comply with our obligations under the Act.

You do not have to provide us with your personal information, you may choose to remain anonymous or use a pseudonym. However, we will not be able to provide you with the services or information you have requested or allow you entry to our facilities.

What do we do with personal information?

We will only use or disclose your personal information:

- for the purpose for which it was collected (or a purpose that is directly related to the purpose in connection with which the information was obtained);
- for any other purpose for which you have authorised; and

- otherwise where we are permitted or required to do so by law.

We may use personal information:

- To enable us to provide services to our clients;
- To communicate information about our services;
- For our internal administrative, planning, product development, and research requirements;
- To market our products and services where permitted by applicable law;
- To manage relationships with our staff, contractors, agents, affiliates and other service providers.
- To manage safety and security at our facilities; and
- To consider the suitability of applicants for employment with us.

Disclosure of Personal Information

We may outsource some of our functions (including as part of the provision of services) to third parties, which may involve the disclosure of personal information to, or processing of personal information by, third parties. Personal information may be stored, processed or accessed in New Zealand, Australia and other countries in which our related bodies corporate, suppliers, service providers and business partners operate. If we disclose personal information outside of New Zealand we will comply with our obligations under the Act, including IPP 12, and take reasonable steps to ensure the recipient is subject to privacy obligations, that overall, provide comparable safeguards to those contained in the Act.

Privacy Breaches

If we become aware of a privacy breach involving personal information that we hold and the breach has caused, or is likely to cause, serious harm, we will comply with our obligations under the Act, including notifying affected individuals and the Office of the Privacy Commissioner where required by law

Opting-Out

At any time you may opt-out of receiving any communications from us by either clicking on the unsubscribe button in email communications or contacting us on the contact details included in this Policy. We will continue to send communications that are necessary for the administration of our relationship with you or for the provision of our services.

Automated Decision Making

We may use computer programs, automated systems and artificial intelligence technologies to support our business operations and decision-making activities. Where personal information is used in connection with these technologies, we will maintain appropriate oversight and governance processes and comply with applicable privacy laws.

How do we use "cookies", "log files", "pixels" and "tags"?

Cookies

We log IP addresses (i.e., the electronic addresses of computers connected to the internet) for:

- controlling SPAM and preventing malicious attacks on our Site.
- improving your browsing experience;
- monitoring, tracking, and analysing the use of our Site by you; and
- providing targeted ads.

Use of Remarketing Tools

We also use Google remarketing, Facebook remarketing, LinkedIn remarketing, pixel tags, and other similar technologies to track behaviours over the internet, and/or combine it with other information we collect to advertise online. Third-party vendors, including Google, show our ads on sites across the internet and use cookies to serve ads based on past visits to our Site. Visitors to the Site can opt out of Google's use of cookies by visiting Google's Ads Settings <http://www.google.com/settings/ads> or by visiting the Network Advertising Initiative opt out page http://www.networkadvertising.org/managing/opt_out.asp.

What do we do to safeguard personal information?

Your personal information will be collected and held by:

Interactive New Zealand Limited , C/- Southertons Chartered Accountants, Level 1, 10 Heather Street, Parnell, Auckland, 1052, New Zealand.

We take all reasonable steps to maintain the security of the personal information we collect and hold most of which is in electronic records. We use a variety of secure techniques to protect your information, including secure servers, encryption, and firewalls.

We will only keep your personal information to the extent it is necessary for one of the purposes for which we have collected it or as otherwise required or permitted by law. We will take reasonable steps to destroy or permanently de-identify your personal information when it is no longer required. We may use any de-identified information for marketing purposes, to improve products and services that we provide to our customers and for research purposes

Access and Correction

At your written request, we will provide you with access to or correct your personal information. We will respond to requests within the timeframes required under the Act.

We may refuse access in circumstances set out in the Act, such as where providing you with access would unreasonably impact on the privacy of others or where we are required or authorised by law to deny access.

If we refuse your request, we will explain our decision in writing. If we don't allow you to access or correct your personal information, and you disagree with our decision, you can make a complaint following the process outlined at the end of this Policy.

We generally do not charge a fee for responding to access or correction requests. However, where permitted by law, we may recover reasonable costs associated with responding to a request. If your personal details change, you may ask us to correct or update it. If we do not agree that your information needs correcting, we will explain our decision in writing.

To request access to or correction of your personal information, please contact us using the contact details included in this Policy.

Links

Our website may contain links to other sites operated by third parties. We make no representations or warranties as to the privacy practices of any third-party site and are not responsible for the privacy policies of other sites.

Future Changes to our Privacy Policy

We may change this Policy from time to time and will post an updated version of this Policy on our Site. Please check the Site to see whether there any been any changes. Any changes will take effect from the date the updated document is posted. This document represents our policy as at 21 August 2026.

Contacting Us

If you have any questions about our Policy, or any complaint regarding the treatment of your information or wish to make an access or correction request, you may contact us as follows:

By phone:

0800 444 931

By email:

legal@interactive.com.au

By post:

Interactive New Zealand Ltd
C/- Company Secretary
PO Box 5100
Garden City VIC 3207

Complaints Handling

We will investigate and respond to any privacy complaints we receive within a reasonable period. We may need to request more information from you and we may propose a resolution to your complaint. If you are not satisfied with our response to a privacy complaint, you may make a complaint to the Office of the Privacy Commissioner at www.privacy.org.nz.