

Privacy Notice

We recognise that your privacy is important.

If you supply goods or services to us or purchase goods or services from us, you will need to provide us with personal information and may authorise us to obtain information about you from third parties. We may also gather information about you from public sources.

This privacy notice sets out how Tumu Timbers Limited, Tumu Transport Limited, Tumu Merchants Limited, NZ Brick & Stone Limited, Brick & Stone Importers Limited and Timberspan Limited (as applicable) collects, uses, holds and shares your personal information.

References to “we”, “our” and “us” means any of Tumu Timbers Limited, Tumu Transport Limited, Tumu Merchants Limited, NZ Brick & Stone Limited, Brick & Stone Importers Limited or Timberspan Limited (as applicable) and our related entities. References to “Tumu Group” means Tumu Merchants Limited and its related entities including its shareholder and shareholder’s related entities.

We will comply with the Privacy Act 2020 as well as any other applicable laws relating to our use of your personal information.

What Types of Information Do We Collect?

We collect information about you to manage and conduct our business, to provide and market our products and services and to meet our legal obligations. The amount and type of personal information we collect and hold about you will vary depending on the nature of our relationship with you.

The information we collect may include:

- your name, address, email and telephone number
- your organisation’s name, identifier or registration number, address, email and telephone number
- the name, address, email and telephone number of relevant third parties that control or own you or have authority to act for you or provide you with funding such as shareholders, directors, beneficiaries, trustees, authorised signatories, officers, partners or employees
- bank account details to enable us to make authorised deductions such as payments due to us or to refund money to you
- credit checks and reference checks if you seek to open a credit account with us
- health and safety compliance information including your H&S policies and procedures, if you ask us to provide goods or services on your site and details if you are involved in an incident on our premises
- CCTV footage of our premises to monitor pick ups and deliveries to our sites
- any complaints you may have made about us, or that may have been made about you, by our staff or others (including other customers or contractors)
- behavioural information including how and where you use and interact with our website and digital platforms (the “**Platforms**”)
- photographs or videos for marketing purposes displayed on our Platforms or in hard copy (provided you have consented to us using your image).

Collection of Information Directly From You

We collect information directly from you when you interact with us. This includes providing us information via:

- Forms and formal documents including credit account application forms, construction contracts, supply agreements
- Meetings, telephone calls, emails and other correspondence
- Competitions and promotions as described further below
- Use of our Platforms as per our Platform Use Policy
- Responding to surveys that we undertake

Please note that we may sometimes use AI as a note-taking tool to record meetings or telephone conversations you have with us. We will let you know at the start of the meeting or call if we are intending to do this and if so, we will offer to send you a copy of the notes for your records too.

Collection of Information About You From Other Sources

We may collect information about you from other sources including:

- People and organisations acting with or for you, or advising you, such as:
 - Your accountant, lawyer, insurer, bank, employer
 - The people you provide as your referees
- People and organisations that we work with, such as:
 - Any other entities in the Tumu Group that have had dealings with you;
 - Service providers such as marketing companies, cloud service providers or data analysis companies
 - Credit reporting agencies
 - Third party digital platforms like Facebook, Google
 - Debt recovery agencies
 - Any entities that help us manage our business
- Other organisations or people, such as:
 - Any person or entity assisting us to investigate any concerns or complaints or manage a legal action
- Public sources, such as:
 - Public registers like Land Information New Zealand, the Personal Property Securities Register, Companies Office, the High Court Caseflow Management System
 - News articles
 - Social media content

Information you provide about others

Where you provide us with the names and contact details of any other people, you confirm that you have their permission to provide us with this information and for us to hold and use it for the purposes set out in this privacy notice.

Your Rights

You have rights of access to and correction of personal information that we hold. This can be done by contacting us by email at privacy@tumu.co.nz or by mail at the address set out in the Contact Details section below.

Not providing Information

If you choose not to provide us with some information, or prevent us from obtaining information from third parties, we may not provide you with the goods, services or credit you have requested or provide you with full access on our Platforms.

Use of Information

We use your information:

- to communicate with you
- to verify your identity
- to conduct appropriate checks for creditworthiness
- to assess your capabilities in respect of the proposed contracting or supply arrangement
- to monitor your compliance with your contractual obligations
- to comply with our legal obligations and enforce our legal rights under documentation entered into between you and us
- subject to your consent under the Unsolicited Electronic Messages Act 2007, marketing and promoting our products and services to you, including contacting you electronically (eg by text or email)
- to help us manage and improve our products and services
- ensuring the integrity, safety and security of our premises/sites including complying with our obligations under the Health and Safety at Work Act 2015
- to resolve and respond to complaints
- to improve our Platforms and conduct data analysis, surveys and market research

Information Sharing and Disclosure

You agree that we may disclose your personal information:

- a) within the Tumu Group of companies for marketing purposes
- b) to our contractors, suppliers and other third parties to enable them to provide services and products to us and you, including in relation to the Platforms;
- c) to our staff to enable them to provide our goods and services to you
- d) to your organisation, colleagues and representatives for applicable purposes
- e) to Government agencies, statutory supervisors and regulatory bodies or other third parties where we are authorised or required to do so by applicable law
- f) to agents, contractors, service providers and prize suppliers to conduct any promotion or competition we are running
- g) by sharing aggregated demographic information (in a form in which you will not be identified) about our user base with our partners;
- h) when we believe it is appropriate to comply with applicable law, facilitate court proceedings or to protect our rights

Marketing

From time to time, we may contact you to provide you with information about products, events and services provided by us or another entity within the Tumu Group. If you provide us with your email and mobile number, you agree that we may send you this marketing via electronic messages (e.g. texts and emails). However, you can withdraw your consent at any time by opting out in the marketing email itself or by contacting us using the details below.

Storage of Information

We will protect your personal information using security safeguards that are reasonable in the circumstances to prevent the loss, unauthorised access, use, modification or disclosure of your information.

The information we hold is stored primarily on SaaS systems hosted in New Zealand and Australia, which are our preferred locations. We may also use some SaaS systems that are hosted in the USA or Europe where solutions cannot be found in our preferred locations. You can contact us at our address set out in the Contact Details section below.

All our service providers and contractors are contractually obligated to protect your information using such security safeguards as are reasonable in the circumstances against loss, unauthorised access, use, modification or disclosure and any other misuse. They may use your information if required to perform

their respective services and have contracted with us to prevent unauthorised use and unauthorised disclosure of the information.

How long we hold your information

We will not hold your personal information for longer than is required for the purposes for which it was collected. However, this is subject to any obligations at law requiring us to hold your information for minimum periods. In general, we will hold your information for the duration of our business or contractual relationship with you and for up to two (2) years after our business or contractual relationship with you ends.

We may retain non-personal data for as long as we have a business need to do so.

Changes in the Privacy Notice

We may make changes to our Privacy Notice or alter our Platforms' functionality from time to time. Any changes made will be updated in this privacy notice accordingly, so we encourage you to review this notice for the latest information on our privacy practices.

Contact Details

If you have any questions about our privacy notice, or any other matter, or you wish to withdraw your consent to this Privacy Notice to the extent applicable laws provide you this right, please feel free to contact us. You can reach us in one of the following ways:

Email: privacy@tumu.co.nz

Phone: 06 872 6200

Mailing Address: Privacy Officer, PO Box 2308, Hastings, New Zealand 4156

Complaints

If you wish to make a complaint about our handling of your personal information, you should first contact us directly using our contact details above. We will respond to you in accordance with applicable laws. If you are not satisfied with our response, you may be able to complain to the Office of the Privacy Commissioner.