

MÖDERE™

PRIVACY POLICY

Thank you for visiting [modere.co.nz](http://modere.co.nz). Modere understands that privacy is very important to you. We have adopted this Privacy Policy as part of our commitment to your privacy. The terms “we”, “us”, “our” and “Modere” refer to Modere New Zealand Ltd and [modere.co.nz](http://modere.co.nz).

This Privacy Policy applies to personal information we obtain from you. The Privacy Policy describes what personally identifiable information we may collect or obtain about you (Personal Information), provides examples of how we use Personal Information, and explains your options regarding our use and disclosure of Personal Information. Any information provided to us is protected in accordance with the provisions of the *Privacy Act 1993*.

- 1. What Personal Information We Obtain**
- 2. How We Use Personal Information**
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- 4. How We Use Cookies**
- 5. How You Can Opt Out of Promotional Emails**
- 6. Miscellaneous Information (such as changes to this policy and children’s privacy)**
- 7. Data Security.**

# 1. WHAT PERSONAL INFORMATION WE OBTAIN

We obtain Personal Information from you - such as your name, address, shopping history, email address and telephone number - when you give us that information when shopping or using our website. For example, we will obtain Personal Information about you when you (i) register to use our website; (ii) place an order with us; or (iii) participate in advertising promotions. We will also collect Personal Information when you correspond or speak with us.

# 2. HOW WE USE PERSONAL INFORMATION

We use Personal Information to conduct our business and to provide you with high quality products and services. For example, if you order from the website, we may send you emails and notices about your order and about other merchandise and services that we think may be of interest to you. We may share Personal Information with other members of the Modere corporate family. We may also share Personal Information with Modere Social Marketers as part of, and in connection with, our business. We do not sell or rent the Personal Information we obtain.

# 3. HOW WE SHARE PERSONAL INFORMATION

We may disclose your Personal Information in response to a court order, subpoena, government investigation or requirement of any law enforcement agencies. We use other service providers to perform specific functions on our behalf. When we disclose information to these service providers, we disclose information to help them to perform their service. For example, in order to deliver products to you, we must share some information. We partner with third parties (such as Courier Post and NZ Post) to ship products, to ensure delivery, and so that we can obtain feedback, improve the quality of our service, and measure and improve the quality of the service of the

third party. In the example of shippers, we provide them some personally identifiable information such as your name, shipping address, email, and phone number.

Similarly, to help you buy products and provide customer service to you, we must provide your credit card number to financial-services corporations such as credit-card processors and issuers. When we submit your credit card number for authorization, we use state-of-the-art data encryption to protect your information. (More on this is below in Data Security.)

Except as described, we do not share or knowingly make any Personal Information available to any other third parties.

# 4. HOW WE USE COOKIES

A "cookie" is a small data file stored by your Web browser on your computer's hard drive. It allows modere.co.nz to recognize your computer (but not specifically who is using it) upon entering the website. A cookie cannot retrieve any other data from your hard drive, pass on a computer virus, or capture your email address.

We use cookies to keep track of when you return to the website as well as to identify the pages you click on during your visit to our website and the name of the website you visited immediately before clicking to modere.co.nz. We may use this information to improve our website design, product assortments, customer service, and special promotions. You can, of course, disable cookies on your computer by indicating this in the settings, preferences or options menus in your browser. However you will not be able to make purchases on our website if you disable cookies.

If you are shopping at modere.co.nz and are having difficulty adding items to your shopping cart or completing your order, please check your privacy settings in your browser. We find that "Medium" Privacy Settings will optimize your online shopping experience at modere.co.nz. If you are currently using the "Medium High" or "High" privacy settings, you can improve your online ordering experience if you override your current cookie handling practices for specific websites, including modere.co.nz. If you prefer not to change your privacy settings or override your cookie handling practices, you can contact the Modere Corporate Office for alternatives.

## 5. HOW YOU CAN OPT OUT OF PROMOTIONAL EMAILS

You may opt out of receiving promotional emails from Modere at any time by sending an email to [unsubscribe@modere.co.nz](mailto:unsubscribe@modere.co.nz). Please allow up to ten days for us to process your request.

If you “opt out” of receiving promotional emails from us, the only emails you will receive will be (i) about transactions that you initiate (such as to confirm orders you submit on our website, inform you about your order status, respond to your customer service enquiries and answer any other questions you send us); (ii) about matters affecting your Personal Information; and (iii) in connection with certain services or promotions for which you have registered.

## 6. DATA SECURITY

The website incorporates physical, electronic, and administrative procedures to safeguard the confidentiality of your personal information, including Secure Sockets Layer (“SSL”) for all financial transactions through the website. We use SSL encryption to protect your personal information online, and we also take several steps to protect your personal information in our facilities. Access to your personal information is restricted. Only employees who need access to your personal information to perform a specific job are granted access to your personal information. Finally, we rely on third-party service providers for the physical security of some of our computer hardware. We believe that their security procedures are adequate. For example, when you visit the website, you access servers that are kept in a secure physical environment, behind an electronic firewall.

While we use industry-standard precautions to safeguard your personal information, we cannot guarantee complete security. 100% complete security does not presently exist anywhere online or offline.

## 7. MISCELLANEOUS INFORMATION

**Changes to this Privacy Policy:** We reserve the right to change this Privacy Policy, and to apply any changes to previously collected Personal Information. We urge you to periodically check this Privacy Policy for any changes. The “last revised” date will change when we make revisions to the policy. All changes will be effective upon posting or as otherwise stated in the revision. If you cannot accept the terms of the Privacy Policy, as posted, please do not use this website.

**Governing Law, Dispute Jurisdiction:** The laws of New Zealand, excluding its choice of law principles, govern all matters arising from or related to the website, including your access and use, and any Internet transaction between you and us.

**Children’s Privacy:** The Modere website is not targeted towards, nor intended for use by, anyone under the age of 18. By using the Modere website, you represent and warrant that you are 18 years of age or older. If you are not at least 18 years of age, do not access, use or register on the Modere website. In the event we become aware you are under 18, we will cancel your registration.

**Access to your Personal Information:** Modere will make available for inspection all information relating to yourself that it holds, provided reasonable notice is given. Modere reserves the right to reject your application for inspection and will advise reasons for rejection in writing. Modere reserves the right to charge a nominal fee for the production of such information. In the event that any part of the information inspected is determined to be incorrect and requires alteration, then Modere will make such alteration in compliance with the corrected advice provided by the individual.

## 8. CONTACT US

If you have any concerns regarding the privacy of Personal Information, then you may lodge a written complaint to the Modere New Zealand Ltd Privacy Officer who will then endeavour to resolve the complaint. Emails should be addressed to [privacy@modere.co.nz](mailto:privacy@modere.co.nz) and letters addressed to the attention of:

Privacy Officer  
Modere New Zealand Ltd  
Box 71176  
Rosebank, Auckland, 1348



**MODERE NEW ZEALAND LTD**

PO BOX 71176  
ROSEBANK  
AUCKLAND  
1348

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