

Absolute Control Ltd Privacy Policy

Version 1.0 November 2025

1. Introduction

We understand that your privacy is important to you. This policy explains how we collect, hold, use and disclose personal information in connection with our refrigeration, HVAC and maintenance services in Wellington, the Hutt Valley, Porirua and wider NZ. By engaging our services or providing personal information to us, you accept the practices described in this policy.

2. Scope

This Privacy Policy applies to all personal information collected by us whether via our website, in person, by telephone or in writing. It also covers the information our contractors, service personnel and sub-contractors may collect in the course of our work.

3. What is “Personal Information” & what is “Non-Personal Information”?

- “Personal information” means information about an identifiable individual (for example: name, address, contact details, property/site location, service history, billing information). This is defined under the Privacy Act 2020.
- “Non-personal information” means information that cannot reasonably identify an individual (for example: anonymous usage statistics of our website, aggregated service data).

4. What personal information do we collect and how?

We may collect personal information in a range of ways including:

- When you request a quote or engage us for installation, maintenance or repair work (name, company name if applicable, site address, contact number, email address, building/venue details, HVAC/refrigeration history).
- When we perform service visits, maintenance contracts or on-site work (site access details, equipment details, user/operator contact information).
- When you make payments or invoices (billing address, invoice recipient, payment method).
- When you use our website or contact us via forms or email (IP address, browser type, time/date of visit, pages viewed) – this information may be collected automatically.
- When we respond to support queries or warranty/repair claims.

5. Why we collect personal information (purpose of collection)

We collect personal information for purposes including:

- to provide you with our services (quotes, installations, maintenance, repairs)
- to manage our relationship with you (scheduling, communication, billing, complaint handling)
- to improve our service offering and business operations (service history trends, equipment lifecycle tracking)
- to comply with legal or regulatory requirements (for example, warranties, health & safety, trade-licensing)
- to send you information relevant to our services (e.g., maintenance reminders, service updates) if you have consented.

These are consistent with IPP 1 (Purpose of collection) under the Privacy Act. [Privacy NZ+1](#)

6. How we collect information

- Directly from you when you contact us, complete forms, or engage our services.
- Automatically when you visit our website (via cookies or similar technologies).
- From third parties where required such as equipment suppliers, software service providers, or our subcontractors.

We aim to collect information fairly, lawfully, and in a manner that is not unreasonably intrusive. This aligns with IPP 2–4.

7. Cookies and website tracking

We may use cookies or other tracking technologies on our website to record how you navigate our site, collect usage data and improve your experience. You can modify your browser settings to decline cookies, noting that this may affect the functionality of our website.

8. Use and disclosure of personal information

We will use your personal information for the purposes described above. We do not sell personal information to unrelated third parties. We may disclose your personal information to:

- our contractors, subcontractors or service providers who carry out service work on our behalf (they will be bound to confidentiality).
 - regulatory or government agencies if required by law or to protect someone's health/safety.
 - payment processors, billing service providers or credit reference agencies where needed.
- When disclosing outside New Zealand (cross-border disclosure) we will ensure appropriate safeguards or obtain your consent, in line with IPP 12.

9. Storage, security and retention

We take reasonable steps (technical and organisational) to protect personal information from loss, unauthorised access, alteration or destruction. We limit access to those staff or service providers who require it.

We will retain personal information only as long as necessary for the purposes it was collected or as required by law (IPP 9). Once it is no longer needed, we will securely destroy or anonymise it.

10. Access and correction

Under the Privacy Act you have the right to:

- request access to personal information we hold about you (IPP 6)
- request correction of information that is inaccurate, incomplete or misleading (IPP 7)

If you wish to do so, please contact our Privacy Officer (see section 12). We will respond within a reasonable timeframe.

11. Notifiable privacy breaches

If we become aware of a data breach that is (or is likely to be) serious harm, we will notify the Office of the Privacy Commissioner and affected individuals as soon as practicable, in accordance with the Privacy Act 2020.

12. Privacy officer and contact information

If you have any questions about this policy, or wish to make a request under sections 10 or 11, please contact:

Privacy Officer
Peter Oliver

Absolute Control Pty Ltd
17 Regent Street, Petone, Wellington

(04) 568 2100

info@absolutecontrol.co.nz

13. Children and vulnerable individuals

If you are under 16, or providing personal information about someone under 16, please notify us and we will take extra care consistent with applicable law. (Note: our services are generally aimed at commercial/industrial clients.)

14. Changes to this Privacy Policy

We reserve the right to modify this policy at any time. If we make material changes, we will notify clients via our website and other available channels. The most recent version will be published on our website.

15. General

If you are not satisfied with our response to a request to access or correct your personal information, you may contact the Office of the Privacy Commissioner: <https://www.privacy.org.nz>.

END of Policy