

PRIVACY POLICY

Personal information is information about an identifiable individual (a natural person) or information from which a person's identity can be reasonably determined. Ability Adventures 2024 Limited (**Ability Adventures, we, us, our**) collects personal information about you for a number of reasons. The personal information we collect and how we use it differs depending on our relationship with you.

We only collect information we need either to provide you with services you request or for our own legitimate business purposes. And we will always comply with our obligations under the Privacy Act 2020. We do not and will not sell personal information to any other party and we will make sure that any personal information you give us is stored securely and used appropriately. Read on for details.

Website

If you visit and browse our website, we will log some information about how you got to the website, where you go within the website and any features you use.

Cookies

Our website uses cookies. These are small text files that are downloaded to your device (such as your computer or smartphone) when you visit our website. Cookies can be used to collect browsing information relating to your use of a website or your device, let you navigate between pages effectively, help to remember your preferences and generally improve your browsing experience.

Ability Adventures uses this information to understand how people are using our website and to improve it. You can change your browser settings to notify you when you receive a cookie or to disable cookies. If you disable cookies, our website may not work properly for you.

Cookies can be session or persistent cookies. Session cookies are temporary and only stay on your browser until you stop browsing. Persistent cookies stay on your device until they expire or are deleted. We use temporary cookies on our website.

We also use third party cookies and other technology to gather analytics and to advertise to you online. These allow vendors such as Google and Facebook to show ads from us to you on other internet sites and platforms. These activities use cookies to optimise and inform ads based on your visits to our website. Information collected may include your IP address, search terms you use, pages you access and links you click on, your operating system and browser type. You may opt out of these by following the instructions below:

Google opt out <https://support.google.com/adsense/answer/142293?hl=en>

Facebook opt out <https://www.facebook.com/help/search/?q=opt%20out%20>

Social Media

If you interact with us on social media – if you comment, follow, like or mention us on, Instagram or Facebook or any other social media platform we use, we will have access to your interactions and your profile information. We get this information from our interaction with you or from the social media platform. We use this information to communicate with you,

for example by responding to your comments or to advertise to you in the way we have discussed above in our cookies section.

Contact Forms

If you ask us to contact you by emailing us or completing our contact form we collect your name, email address, home city and country and telephone number and we ask you to tell us why you are contacting us. We collect this information so that we can respond to your query and provide any information you request.

Mailing list

If you subscribe to our mailing list, we collect your name, email address, and preferred email format (html or text).

We use Intuit Mailchimp and/or Mailjet for sending these emails. We share your name and email address with our providers in order to send you our emails. By choosing to receive our email updates, you acknowledge and authorise that the information you provide will be transferred to our providers and used in accordance with its privacy policy available here:

<https://www.intuit.com/privacy/statement>
<https://www.mailjet.com/legal/privacy-policy>

If you decide you no longer wish to receive these emails you can click unsubscribe on any of the emails or let us know.

Feedback Forms

At the completion of your holiday, you may be asked to submit a customer feedback form where we will collect your first and last name, the month of your holiday and the type of tour you took with us. It is not compulsory for you to complete this form, however if you do, we may seek your permission to use your feedback for training and marketing purposes including publishing it on our website and social media accounts.

Suppliers and applicants – collection, use and disclosure of personal information

Collection of personal information

Suppliers - if you supply goods or services to us or to our clients we may collect personal information about your officers (such as directors), employees and subcontractors. This may include names, addresses (email, physical and postal) and contact numbers. We may also collect personal information that is related to specific work you are engaged to perform for us such as qualifications, experience and skills.

Applicants - if you apply to work with us, we will collect your name, address, contact numbers and information about your qualifications, experience and skills.

Whenever possible, we collect personal information directly from you. We may collect personal information during a telephone or audio-visual call, in a face-to-face meeting or when exchanging emails with you.

If you are an employee who interacts with us on behalf of a company, we may collect your personal information directly from you or we may collect it from your employer or co-worker.

If you are a job applicant or potential supplier, we may collect personal information you directly or from referees you have authorised us to speak to.

We may also collect your personal information from publicly available sources, for example through reviews of feedback on potential suppliers. We will always collect your personal information in a way that is legal and reasonable.

Use of personal information

We use your personal information for:

- communicating with you;
- responding to queries or requests from you;
- providing you with updates and information that may impact you;
- engaging with third parties on your behalf or at your request;
- complying with our legal obligations to you;
- enforcing our, or our clients, rights and interests;
- providing our clients with services;
- processing payments from clients or third parties and/or to clients or third parties;
- requesting additional goods or services from suppliers;
- considering a candidate's suitability for a position with us; and
- other specific purposes if you consent to them from time to time.

If you do not provide us with this information, we may not be able to:

- provide or arrange for goods or services for clients;
- engage suppliers to provide goods or services to us or to our clients;
- pay suppliers in a timely manner for goods and services supplied to us or our clients; or
- progress job applications.

Disclosure of personal information

We will only disclose your personal information in a way that is consistent with the purpose we collected it for, to:

- our employees, agents or service providers to help us to provide services to clients and to monitor whether our suppliers are meeting their obligations to us;
- any person or entity you have requested or authorised us to disclose your personal information to;
- if you are a supplier performing services at our premises, a third party, for example to another supplier operating as a Person Conducting a Business or Undertaking (as that term is defined in the Health and Safety at Work Act 2015) or to our building managers;
- an external party, such as a government entity, a regulator or law enforcement agency, if required or authorised by law; or
- a party, if we are required by law to do so.

We will make sure that our employees or agents are contractually bound or will otherwise use best endeavours to ensure that recipients of the information will, only use your personal information only for the purpose we shared it with them.

Clients – collection, use and disclosure of your personal information

The nature of the services we offer requires us to collect significant amounts of personal information from our clients and prospective clients. This is so that we can ensure the services we suggest and book on your behalf are safe and appropriate for your needs. Some of the information we collect is considered to be sensitive personal information.

If we are required to collect personal information about a child, such as their name, date of birth, address or travel or health requirements and restrictions this information should be provided by, or with the consent of, the child's parent or guardian where possible.

We will disclose your personal information in a way that is consistent with the purpose we collected it for, to:

- our employees, agents or service providers to help us to provide services to clients and to monitor whether our suppliers are meeting their obligations to us;
- any person or entity you have requested or authorised us to disclose your personal information to;
- an external party, such as a government entity, a regulator, law enforcement agency or emergency services if required or authorised by law; or
- a party, if we are required by law to do so.

We will make sure that our employees or agents are contractually bound or will otherwise use best endeavours to ensure that recipients of the information will, only use your personal information only for the purpose we shared it with them.

This table sets out the information we commonly request of our clients, the reason we request it, how we use it and who we may disclose it to. The list is not exhaustive. If we require further information from you, we will let you know why this information is required at the time we request it from you.

Type of information	Examples	Why we collect it and how we use it	Who we might disclose it to
Identity and contact information	Title and preferred pronoun. Name. Contact phone number. Date of birth. Address (email, residential and postal).	Confirming your identity. Communicating with you in a way that is appropriate to you. Providing you with information and booking details. Checking eligibility (for example if age restrictions apply).	Suppliers when we are making bookings on your behalf.
Travel and document information	Country of residence or departure and nationality	Check any visa requirements or likely travel disruptions. Confirm your eligibility to enter New Zealand.	
	Passport information (document number, issue and expiry dates)	Confirm your eligibility to enter and remain in New Zealand throughout your planned travel dates.	
	Emergency contact (name, contact phone number, email)	Ensure we can contact someone on your behalf in case of emergency	Suppliers when we make bookings on your behalf in case the supplier is required to contact someone on your

Type of information	Examples	Why we collect it and how we use it	Who we might disclose it to
	address and their relationship to you).	.	behalf in the event of an emergency. Emergency and/or medical services in the event of an emergency.
	Travel insurance policy details (provider, policy number, contact details).	Ensure we can contact your provider in case of emergency.	Suppliers when we make bookings on your behalf in case the supplier is required to contact your travel insurer on your behalf in the event of an emergency. Emergency and/or medical services in the event of an emergency.
	Proposed date and time of arrival in New Zealand or flight details (arrival and departure) if booked.	Ensure that any bookings we make on your behalf fit within your arrival and departure dates.	Suppliers when we are making bookings on your behalf if the supplier needs a range of date options to meet your request.
	Drivers' Licence details (where you are wanting to rent a vehicle).	Confirm you are licensed to drive in New Zealand for the vehicle requested.	Rental vehicle providers and their insurers.
Health and ability information	Disabilities/ability restrictions.	Ensure the activities we propose for you will meet your requirements.	Suppliers when we make bookings on your behalf, to ensure that the goods or services they provide to you are appropriate for your needs. Emergency and/or medical services in the event of an emergency.
	Allergies	Ensure the bookings we make on your behalf will be safe and appropriate for you.	Suppliers when we make bookings on your behalf, especially those providing any refreshments to you or if they may be required to obtain medical assistance for you. Emergency and/or medical services in the event of an emergency.
	Treatment medications and specific health requirements or restrictions.	Ensure that we are aware of any applicable treatment medications in case of emergency.	Suppliers when we make bookings on your behalf, particularly those who will be required to obtain medical assistance for you.

Type of information	Examples	Why we collect it and how we use it	Who we might disclose it to
			Emergency and/or medical services in the event of an emergency.
	Specialist equipment or assistance requirements (such as wheelchair accessibility, oxygen assistance, mobility restrictions).	Ensure that bookings we make for you are appropriate for your needs and for any assistance you require.	Suppliers when we make bookings on your behalf to ensure that the facilities and services are appropriate for you and your needs. Emergency and/or medical services in the event of an emergency.
	If relevant to your needs weight and height information.	Ensure that you fall within any height or weight (maximum or minimum) restrictions for any goods or services we book on your behalf or if we are required to select any size options for you, ensure that these are appropriate for you so that clothing or equipment is available to allow you to participate in your chosen activity.	Suppliers when make bookings on your behalf to ensure you will be able to participate in activities and have appropriate clothing or equipment for your participation.
Payment information	Credit card information.	To accept payment for services you book through us.	All payment information is processed by our third party payment gateway provider Stripe whose terms and privacy policy can be found here: https://stripe.com/au/privacy .
Images	Photos and videos of you taking part in activities you have booked through us.	If you have agreed that we may use your image, we may take photos or videos of you participating in activities you have booked through our company. We may use these images on our website or social media to market our services to potential	Suppliers providing web design and/or marketing services and social media providers.

Type of information	Examples	Why we collect it and how we use it	Who we might disclose it to
		clients and to give those potential clients an idea of how the activities offered and the locations might look.	

Accessing and correcting your personal information

Some of the personal information we hold about you is stored in a cloud-based software-as-a-service system to which you have access. If that information is incorrect, you are able to correct it directly within the system. We will provide you with login details for this system as part of your booking process with us. Please keep your login details secure.

For information that you are not able to access directly, subject to some exceptions, you have a right to access and correct personal information we hold about you. You can check or update the information we hold about you by emailing us at info@abilityadventures.co.nz. We may ask you to provide evidence of your identity before releasing the information to you.

If we think a request for correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction. We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

Protecting your personal information

We understand that privacy is important. We also recognise that some of the personal information we hold about our clients may be sensitive information.

We use a mix of onsite and cloud-based systems and storage to keep your information safe from unauthorised access, modification, disclosure, loss and misuse. Some of the protection measures we use are:

- role-based restrictions for access to personal information that we store on our systems and in hard copy form;
- password protection for access to information systems and specific information within the system;
- regular off-site backups;
- network segregation using modern application aware firewalls;
- anti-malware and spyware protection;
- engaging reputable, industry-leading cloud service providers; and
- imposing confidentiality requirements on our employees.

How long we keep your personal information

We keep your personal information for as long as necessary under the law or for the purpose we gathered the information. Where the information is considered to be “health information” as that term is defined under the Health Information Privacy Code, we will keep the information for the required period.

If you have asked us to retain your information, for example, if you are a client who plans to book further services through us and wishes to reduce the amount of personal information you will be required to provide us in future, we will retain your information for the period we agree with you.

Once the information is no longer required, we dispose of such records on the expiry of the periods recommended by the applicable authority such as the New Zealand Privacy Commissioner, Accident Compensation Corporation or Inland Revenue Department for the retention of such records.

Complaints

If you believe we have breached the Privacy Act 2020, please contact our Privacy Officer at:

Attn: Privacy Officer

Ability Adventures 2024 Limited

c/- 47 Corinth Grove

Papamoa 3118

New Zealand

Email: info@abilityadventures.co.nz

We may ask you to put your complaint in writing or to supply further details about your complaint. We'll try to resolve your complaint within a reasonable time. If you aren't satisfied with how we've handled your complaint, you can lodge a complaint with the Privacy Commissioner at www.privacy.org.nz.

We may amend this policy from time to time. Our current policy will be displayed on our website. This policy was last updated in May 2025.