



ASKATECHIE LIMITED

Privacy Policy

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About our Privacy Policy

AskATechie Limited complies with the New Zealand Privacy Act 2020 when dealing with personal information. Personal information means information about an identifiable individual.

This privacy policy applies to all personal information collected, stored, or processed by AskATechie Limited, whether via our website, remote access, support systems, or other service delivery methods.

This Privacy Policy defines how AskATechie collects, uses, maintains, and discloses information collected from our website, Facebook Page and Customers.

We may collect personal information including names, contact details, business information, technical system information, device identifiers, user account details, and information contained on systems we are asked to support.

We collect information from you if you register on our website or if you subscribe to our newsletter.

If you want to contact us via our website, contact form then you may be asked to enter your name and email address. However, you can visit our site anonymously.

Non-Personal Information

When you use the site our server, our agent's server may log the following information, which is provided by your browser:

- your server's IP address (a number which is unique to the machine through which you are connected to the Internet) or your personal IP address
- the type of browser and operating system you are using
- the domain name of the referring site (e.g. the previous site that you visited).

The Server may also log:

- the date and time of your visit
- the URL address of the pages accessed, and the documents downloaded.

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This information does not personally identify you. We analyse this non-personal information for certain trends and statistics, such as which parts of the site users are visiting, which features, or services are most popular.

Personal Information

We will only use your personal information for the purpose for which you have provided it, unless you consent otherwise, or we are required by law to disclose it. We do not sell, rent, or lease our visitor or customer information to third parties. Although we may publish aggregated information relating to your use of the services, such as usage patterns, we do not disclose information in a form that could reasonably be expected to identify you, without your prior permission.

We may disclose personal information to:

- cloud hosting and storage providers
- IT support and monitoring platforms
- subcontractors assisting with service delivery
- billing, accounting, and payment service providers
- legal, regulatory, or law-enforcement bodies where required

You have the right to request access to personal information we hold about you and to request correction of that information, subject to the Privacy Act 2020.

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, or disclosure. This includes access controls, secure authentication, encryption where appropriate, and restricted staff access based on role.

Why We Collect Your Information?

To provide IT support and services, including troubleshooting systems and networks, managing customer relationships and billing, and meeting compliance, security, and legal obligations.

Some service providers may store or process information outside New Zealand. We take reasonable steps to ensure comparable privacy safeguards apply.

We only retain personal information for as long as it is required for the purposes for which it was collected, or as required by law. When no longer required, information is securely

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deleted or anonymised. If required personal information is not provided, we may be unable to deliver some or all of our services.

Browser Cookies

We also use third-party cookies that help us analyse and understand how you use this website. These cookies will be stored in your browser only with your consent. You also have the option to opt-out of these cookies.

Copyright

Material on this website may be protected by copyright, trademark, patent, or other protections, even if it is not stated to be.

In the event of a privacy breach that has caused, or is likely to cause, serious harm, we will notify affected individuals and the Office of the Privacy Commissioner as required under the Privacy Act 2020.

Questions

If you have any questions regarding our privacy statement, please contact us at info@askatechie.co.nz

Updates to our Policy

AskATechie Limited has appointed a Privacy Officer who is responsible for ensuring compliance with the Privacy Act 2020.

Privacy enquiries should be directed to info@askatechie.co.nz

This statement may change at any time, so to keep up to date with our latest policy we encourage users to frequently check this page for any changes.

Last Updated: 20/04/2026