



ASKATECHIE LIMITED

Privacy Policy

Contents

1. About This Privacy Policy	2
2. Information We Collect	2
2.2 Non-Personal Information.....	3
3. How We Collect Information.....	3
4. Why We Collect Your Information	3
5. Use and Disclosure of Personal Information	4
6. Overseas Storage and Processing.....	4
7. Data Security.....	5
8. Data Retention.....	5
9. Cookies and Website Analytics.....	5
10. Your Rights.....	6
11. Privacy Breaches	6
12. Copyright	6
13. Privacy Officer and Contact Details	6
14. Updates to This Policy	6



1. About This Privacy Policy

AskATechie Limited (*we, us, our*) is committed to protecting the privacy of our customers, website visitors, and business partners. We comply with the **New Zealand Privacy Act 2020** when collecting, using, storing, and disclosing personal information.

Personal information means information about an identifiable individual.

This Privacy Policy applies to all personal information collected by AskATechie Limited through:

- Our website and online services
- Remote access and support tools
- Managed IT and cybersecurity services
- Monitoring and management platforms
- Email, phone, and other communications

By engaging our services or using our website, you acknowledge this Privacy Policy.

2. Information We Collect

We may collect and hold personal information including, but not limited to:

- Names, contact details, and business details
- Usernames, account identifiers, and authentication information
- Billing and payment information
- Support tickets, correspondence, and service records
- Technical data required to deliver IT services
- Information stored on systems, devices, networks, or cloud environments we are authorised to support

We only collect personal information that is reasonably necessary for our business operations and service delivery.



2.2 Non-Personal Information

When you visit our website or use our services, we may automatically collect non-personal information such as:

- IP address (server or personal)
- Browser type and version
- Operating system
- Referring website domain
- Date and time of access
- Pages viewed, URLs accessed, and documents downloaded

This information does not personally identify you and is used for analytics, performance monitoring, and service improvement.

3. How We Collect Information

We collect information when you:

- Visit our website
- Complete contact or enquiry forms
- Subscribe to newsletters or updates
- Engage us for IT services
- Communicate with us by phone, email, or other channels

You may browse our website anonymously; however, some services may require personal information.

4. Why We Collect Your Information

We collect, use, and retain information for purposes including:

- Providing IT support, managed services, and consulting
- Monitoring, maintaining, and securing systems and networks
- Troubleshooting technical issues
- Managing customer relationships and contracts
- Billing, invoicing, and accounting
- Meeting legal, regulatory, security, and compliance obligations

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- Improving our services and website functionality

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

5. Use and Disclosure of Personal Information

We will only use personal information for the purpose for which it was collected, unless:

- You have consented to another use, or
- Disclosure is required or authorised by law

We do not sell, rent, or trade personal information.

We may disclose personal information to trusted third parties involved in service delivery, including:

- Cloud hosting and data storage providers
- Remote monitoring and management platforms
- Cybersecurity and backup service providers
- Subcontractors assisting with IT services
- Billing, accounting, and payment service providers
- Legal, regulatory, or law-enforcement agencies where required

Where possible, information is shared only to the extent necessary.

6. Overseas Storage and Processing

In delivering IT and cloud-based services, personal information may be stored or processed by third-party platforms, vendors, or infrastructure providers located outside New Zealand.

AskATechie Limited does not always have direct control over where data is stored or processed once it is handled by these third-party systems.

Where reasonably practicable, we take steps to:

- Use reputable service providers with recognised privacy and security practices, and

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- Require, through contractual or service arrangements where possible, that personal information is handled in a manner consistent with the New Zealand Privacy Act 2020.

By using our services, you acknowledge that personal information may be transferred, stored, or processed offshore as part of normal IT service delivery.

7. Data Security

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, disclosure, or alteration. Safeguards include:

- Secure authentication and access controls
- Role-based staff access
- Encryption where appropriate
- Secure data storage and system monitoring

No method of transmission or storage is completely secure; however, we continually review and enhance our security practices.

8. Data Retention

We retain personal information only for as long as reasonably necessary to:

- Deliver our services
- Meet contractual, legal, and regulatory obligations

When information is no longer required, it is securely deleted, anonymised, or archived in accordance with best-practice data management.

9. Cookies and Website Analytics

Our website uses cookies and similar technologies to improve functionality and analyse usage.

This may include third-party analytics cookies (such as Google Analytics). Cookies are stored on your device only with your consent, where required. You can manage or disable cookies through your browser settings or any cookie preference tools provided on our website.

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10. Your Rights

You have the right to:

- Request access to personal information we hold about you or your company.
- Request correction of any incorrect or outdated information.

Requests will be handled in accordance with the Privacy Act 2020.

11. Privacy Breaches

If a privacy breach occurs that has caused, or is likely to cause, serious harm, we will notify:

- Affected individuals, and
- The Office of the Privacy Commissioner

This will be done in accordance with our legal obligations.

12. Copyright

Material on this website and within our systems may be protected by copyright, trademark, patent, or other intellectual property rights, even where not expressly stated.

13. Privacy Officer and Contact Details

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

All privacy-related enquiries, access requests, or complaints should be directed to:

Email: info@askatechie.co.nz

14. Updates to This Policy

This Privacy Policy may be updated from time to time. The latest version will always be available on our website. We encourage users to review this policy periodically.

Last Updated: 30/04/2026