

## Purpose

Northern Waste Handling Limited (“**Northern Waste Handling**”) is committed to compliance with the Privacy Act 2020 (“**Act**”). The Act sets out principles which govern the way personal information may be collected, used, disclosed, stored and accessed by others.

This Policy relates to personal information collected by Northern Waste Handling, including personal information of its customers, contractors and suppliers (“**you**”), and outlines how Northern Waste Handling deals with personal information in compliance with the Act.

If you have any concerns regarding this Privacy Policy, please email us at: [privacy@environz.co.nz](mailto:privacy@environz.co.nz)

Northern Waste Handling is a joint venture between Enviro Waste Services Limited and J.J. Richards & Sons N.Z. Limited.

## Collection of Personal Information

Personal information is any piece of information that relates to a living, identifiable human being. This includes name, postal address, email address, telephone number, location, drivers licence details, financial information, health information and purchase records.

In general, we may collect personal information from or about you in the following ways:

1. from you directly where reasonable and practical to do so. For example, Northern Waste Handling may collect personal information via telephone or email, or when you submit an application form or enter an agreement with Northern Waste Handling; and
2. from an external third-party including public sources and referees.

Northern Waste Handling does not collect personal information unless it is necessary for Northern Waste Handling to perform one or more of its functions and activities, or another purpose set out below.

Northern Waste Handling will take reasonable steps to destroy personal information when it is no longer required for such functions and activities or other purposes.

For security, training, dispute resolution and quality purposes, Northern Waste Handling may monitor and record your communications with Northern Waste Handling (including email and telephone) and operate video and audio surveillance devices in Northern Waste Handling premises. You will be advised when this is happening.

For further information on Northern Waste Handling’s video footage collection and storage practices, see the document titled “Privacy Statement: Video Footage” at <https://www.envirowaste.co.nz/privacy/>. References in these documents to “EnviroNZ” shall include Northern Waste Handling.

## Use and disclosure of personal information

In general, we may use your personal information for one or more of the following purposes:

- To perform Northern Waste Handling’s functions and activities, including:
  - Establishing and administrating customer accounts;
  - Providing waste disposal and other services for its customers;

- Complying with our policies and contracts with you and third parties;
- Communicating with you; and
- Improving our services;
- For the purpose notified to you at the time it was collected;
- A range of other business managerial, operational and administrative purposes including internal auditing, administration, health and safety, security, insurance, verifying identity, credit checks, debt collection, dispute resolution, investigating misconduct;
- For management or statistical purposes. On these occasions we will use the information to analyse and examine trends and demographics to help us offer improved services;
- To consider applications for employment, manage employee performance and administer an individual's employment, for example making salary payments and assessment of leave requests; and/ or
- To comply with our legal obligations, including in response to requests from Police.

In general, we may disclose your personal information to the following people:

- To service providers, contractors and suppliers;
- To related companies, business partners and joint venture companies, and their employees, contractors and related companies; and
- To government agencies and authorities;
- Third parties and advisors involved in a purchase or potential purchase of or by Northern Waste Handling; and/ or
- To Northern Waste Handling's customers or prospective customers (concerning the personal information of Northern Waste Handling's contractors and only where reasonably required).

Disclosures of personal information to third parties will always be for a purpose detailed or referred to in this Privacy Policy or in accordance with the Act.

Some of the third parties that Northern Waste Handling may disclose personal information to (including suppliers and related companies) may be located in countries overseas. In such circumstances, Northern Waste Handling will ensure that your personal information will receive protections which are similar to the protections provided in New Zealand under the Act.

We will not use or disclose your personal information other than as set out above unless we have your express consent, or unless we believe on reasonable grounds that use or disclosure is permitted under the Act.

### Access to Personal Information

Under the Act you have the right to access and correct the personal information which we hold about you. You can do this by sending an email to [privacy@environz.co.nz](mailto:privacy@environz.co.nz) or to the relevant department directly. You can also verbally request a copy of your health records from the Health and Safety Team (as applicable).

We will comply with any request to access your personal information held by us to the extent required by the Act. If we do not allow you to access your personal information, we will provide you with the reasons for our decision. We will also advise you of your right to make a complaint to the Privacy Commissioner.

### Changes to the Policy

This policy may change from time to time and for any reason. Where appropriate, you will be notified of these changes.

A record of changes made to this Privacy Policy is set out below:

<b>Date</b>	<b>Description of Change</b>
13 January 2021	Document Created