

PRIVACY POLICY

Introduction: Cloud Horizon Limited is committed to protecting the privacy of our users and complying with the New Zealand Privacy Act 2020. This privacy policy outlines how we collect, use, disclose, and protect personal information obtained from our users when they interact with our software and services.

- 1.1 **Collection of Personal Information:** You are not required to provide personal information to us, although in some cases, if you choose not to do so, certain sections of the Website or Applications may not be available to you. For example, we may need to have your contact information in order to provide you with updates from our website or applications.
- 1.2 **Compliance with Privacy Act:** When you provide personal information to us, we will comply with the New Zealand Privacy Act 2020. This means we will:
 - a. Only collect personal information that is necessary for the purposes specified in this privacy policy or required by law.
 - b. Inform you of the purpose for which we are collecting the information and seek your consent unless an exception under the Privacy Act applies.
 - c. Take reasonable steps to ensure the personal information we collect is accurate, up-to-date, and securely stored.
 - d. Use and disclose personal information only for the purposes specified in this privacy policy or as authorized by law.
 - e. Protect personal information against unauthorized access, use, disclosure, or loss, using reasonable security safeguards.
 - f. Provide you with access to your personal information and the ability to correct or update it as necessary.
 - g. Take reasonable steps to address any privacy breaches and notify you if required by the Privacy Act.
- 1.3 **Use of Personal Information:** The personal information you provide to us, including any information provided during account registration, is collected by us and may be used for the following purposes:
 - a. Communicating with you regarding our services, updates, and announcements.
 - b. Statistical analysis to improve our software and services.

- c. Marketing of our products and services to you, including sending promotional materials, newsletters, or other marketing communications.
- d. Conducting credit checks, if necessary, to ensure compliance with our payment terms.
- e. Conducting research and development activities to enhance and innovate our software and services.

1.4 **Collection of Technical Information:** We may collect technical information when you log on to or visit the public version of our website or applications. This technical information may include:

- a. Your IP address, browser type, operating system, and device information.
- b. The pages you visit on our website or applications, the links you click, and other interactions you have with our platform.
- c. Information collected through cookies or similar technologies.

We use this technical information to better understand how people use our website or applications, improve their functionality, and personalize them to be more relevant and useful to your needs. We may also use this information to personalize the advertising displayed on the website or applications based on your interests.

1.5 **Disclosure of Personal Information:** Generally, we do not disclose personal information to third parties for their own purposes. However, there are circumstances in which we may do so, including:

- a. Sharing information with service providers and other partners working with us to make the website or application available or improve its functionality. We ensure that these third parties are bound by contractual obligations to protect the privacy and security of your personal information.
- b. In relation to the proposed purchase or acquisition of our business or assets, ensuring confidentiality requirements apply to such information.
- c. When required by applicable law, court order, or a legitimate request by a law enforcement agency.

1.6 **Storage and Transfer of Personal Information:** Any personal information you provide to us may be stored on the secure servers of our trusted service providers, which may be located outside New Zealand. This may involve the transfer of your personal information to countries with different levels of legal protection for

personal information than New Zealand. We take reasonable steps to ensure that appropriate security measures are in place to protect your personal information.

- 1.7 **Right to Access Personal Information:** You have the right to request access to and correction of any of the personal information we hold about you. If you would like to exercise these rights, please email us at info@cloudhorizon.co.nz