

TokomaruBay.Net

TokoNet is the trading name of TokomaruBay.net

Privacy Policy

Updated 15 July 2025

At TokomaruBay.Net (we, us, or our), we value your privacy and are committed to protecting your personal information. This policy is designed to comply with New Zealand's Privacy Act 2020 and outlines how we collect, use, disclose, and protect the information you provide while using our services, accessing our website (tokonet.co.nz) and interacting with our team. If you have any questions or concerns about this policy or your personal information, please contact us at info@tokonet.co.nz.

1. Collected Information

1.1. We may collect the following types of information:

- 1.1.1. **Personal information:** Your full name, email address, contact number(s), and address(es);
- 1.1.2. **Billing information:** Payment details, including bank information for credit refunds;
- 1.1.3. **Service-related information:** Details about the services you've subscribed to, including usage data, equipment, and connection information;
- 1.1.4. **Technical information:** Information such as your IP address, browser type, device details, and usage data when interacting with our website.

1.2. Under privacy law, we are required to collect personal information directly from you whenever it is reasonable and practical to do so.

1.3. Additionally, we may monitor or record calls to our customer service team for training purposes, to enhance service quality, and to assist with dispute resolution.

2. Use of Information

2.1. Your information may be used by us for the following purposes:

- 2.1.1. processing your application for broadband service(s);
- 2.1.2. managing your support interactions, including handling requests, inquiries, complaints and other customer care activities;
- 2.1.3. general administrative purposes, including the processing and delivery of your order(s);

- 2.1.4. enforcing any legal or contractual rights we may have;
- 2.1.5. sending you advertising or promotional materials, if you have opted to receive such communications;
- 2.1.6. debt recovery;
- 2.1.7. billing and payment processing;
- 2.1.8. to enhance and improve our services and website functionality;
- 2.1.9. meeting legal requirements and protecting our rights.

3. Third-party Disclosure

- 3.1. We do not sell or rent your personal information to third parties. We may share your information for legitimate purposes related to our business operations, with:
 - 3.1.1. **Service providers:** Including third-party network operators as part of service provisioning agreements or if your service is being transferred between providers;
 - 3.1.2. **Legal compliance:** In response to legal requirements, such as government investigations or court orders;
 - 3.1.3. **Government agencies:** We may be required to provide your information to public sector agencies upon request for reporting purposes;
 - 3.1.4. **Business transactions:** In case of a business transfer, merger, or acquisition, your personal information may be part of the transferred assets.

4. Data Storage

- 4.1. Any personal information we collect is kept in hardcopy at our main office at 92 Waima Road, Tokomaru Bay, and online using a secure third-party hosted service.

5. Data Security

- 5.1. We take the security of your information seriously and implement appropriate technical and organisational measures to protect your data from unauthorised access, disclosure, or misuse.
- 5.2. While we strive to protect your personal data, no security system is entirely infallible, and we cannot guarantee the complete security of information transmitted through the internet.
- 5.3. While we take all reasonable security precautions, we utilise the public internet and third-party networks to transmit voice and other communications and cannot guarantee

the confidentiality of any calls or transmissions you make. We are not liable for any lack of privacy with these services.

6. Cookies and Tracking Technologies

- 6.1. Our website does not require cookies. However, we use third-party plugins that may set cookies to track and analyse your interactions, helping us understand user engagement and improve our services. You can modify your browser settings to refuse cookies, this will limit the functionality of third-party plugins and the insights we can gather.

7. Your Rights

- 7.1. You have the right to request a copy of the personal information we hold about you. We may charge a fee for the administration required to make it available;
- 7.2. You have the right to opt-out of receiving promotional communications or withdraw consent to any specific data processing activities;
- 7.3. You have the right to request the deletion of your personal information, subject to certain legal limitations. Please note that if the personal information is necessary for us to provide our services, its deletion may result in our inability to continue delivering those services to you.

8. Data Retention

- 8.1. We retain personal information for as long as necessary to provide our services and meet our legal obligations or until such time as you request that the information be removed. Once personal data is no longer needed, we will securely dispose of it.

9. Third-party Links

- 9.1. Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites. We encourage you to review the privacy policies of any third-party websites you visit.

10. Updating this Policy

- 10.1. We may amend or replace this policy from time to time. Any changes will be posted on our website. Once the updated policy is posted, it will apply while using our services, accessing our website (tokonet.co.nz) and interacting with our team.