

Privacy Policy

Effective Date: October 1, 2025

This Privacy Policy explains how **RSG New Zealand Limited** (“RSG”, “we”, “our”, or “us”) collects, uses, stores, and protects your personal information when you access or use our website at www.rsg.nz (“Site”).

We are committed to protecting your privacy and handling your personal information in accordance with the **New Zealand Privacy Act 2020**.

By using our Site, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect personal information directly from you when you:

- Register or create an account on our Site.
- Subscribe to newsletters, updates, or marketing communications.
- Purchase products or services.
- Submit enquiries, feedback, or support requests.
- Participate in surveys, promotions, or events.

The types of personal information we may collect include:

- Your name, email address, phone number, and postal address.
- Billing and payment details.
- Business or organisation information (if applicable).
- Any other information you voluntarily provide to us.

We may also collect non-identifiable information automatically through your use of the Site, including:

- IP address, browser type, and operating system.
 - Pages visited, time spent on the Site, and referring websites.
 - Cookies or similar technologies (see Section 7).
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2. How We Use Your Information

We use your personal information for purposes including:

- Providing and improving our Site, products, and services.
 - Processing and managing orders, payments, and deliveries.
 - Responding to your enquiries and providing customer support.
 - Sending you important updates, newsletters, and marketing communications (you may opt out at any time).
 - Conducting surveys, promotions, and market research.
 - Complying with legal obligations.
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3. Sharing Your Information

We do not sell your personal information. We may share your personal information with:

- Service providers and contractors who assist in operating our Site, processing payments, or delivering products and services.
- Professional advisers (e.g., accountants, lawyers) for compliance and business operations.
- Government agencies or regulators where required by law.

If we transfer personal information outside of New Zealand (for example, to service providers based overseas), we will ensure that appropriate safeguards are in place to protect your information in accordance with the Privacy Act 2020.

4. Your Rights

Under the Privacy Act 2020, you have the right to:

- Access the personal information we hold about you.
- Request correction of any personal information that is inaccurate, incomplete, or out-of-date.
- Request deletion of your personal information, subject to legal and business requirements.

- Opt out of receiving marketing communications at any time.

To exercise your rights, please contact us (see Section 10).

5. Security of Your Information

We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, disclosure, or alteration. However, no data transmission or storage system is completely secure, and we cannot guarantee the absolute security of your information.

6. Retention of Personal Information

We will only retain your personal information for as long as it is needed for the purposes described in this Privacy Policy or as required by law.

7. Cookies and Tracking Technologies

Our Site uses cookies and similar technologies to:

- Improve your browsing experience.
- Analyse traffic and Site usage.
- Deliver personalised content and advertising.

You can disable cookies through your browser settings, but this may affect the functionality of the Site.

8. Third-Party Links

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

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal obligations. Updates will be posted on this page with the revised effective date.

10. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

RSG New Zealand Limited

78 Strawberry Fields Lane, RD 3, Tamahere, Hamilton, 3283

Email: office@rsg.nz

Phone: 027 280 1805