

Jayco Auckland Privacy Policy

Last updated: 13 May 2021

Jayco Auckland has adopted this Privacy Policy to ensure that we handle personal information in accordance with the Privacy Act 2020. This Privacy Policy discloses what information we gather, how we use it and how to correct or change it.

Jayco Auckland and any associated service agents, and their officers and employees thereof, and/or any applicable Jayco agent as relevant.

“**Jayco Agents**” are companies that are authorised to service Jayco caravans and motorhomes.

Jayco agents are independent business entities separate to Jayco Auckland. Jayco Agents are responsible for their own privacy policies and privacy practices and may have their own privacy policies that are different to this one.

PERSONAL INFORMATION WE COLLECT

Jayco Auckland requires certain personal information about the purchaser of each Jayco caravan or motorhome. This is required by the Land Transport Safety Authority so that we can contact owners in the event there is a safety recall issued by the manufacturer.

Jayco Auckland collects personal information that you provide to us directly, or Jayco Auckland may also collect your personal information through promotions, competitions and consumer queries including queries made online through our website, and through your browsing of our website.

The information we collect from you may include:

- your name, address, contact number(s) and email address
- information about your preference for Jayco products;
- information about your Jayco caravan or motorhome, if applicable, including any service and repair history;
- your demographics and interests;
- details of any prizes you may have won;
- a record of any queries you have made, including requests for viewing Jayco caravans or motorhomes and vehicle servicing;
- details of your drivers' licence, if you take a Jayco motorhome for a test drive; and
- your financial information if you are seeking to obtain finance for the purchase of a Jayco caravan or motorhome, and the details of any subsequent lending.

We may record telephone calls made to, and by, our staff. We use telephone call recordings:

- for staff training purposes to help us improve the quality of our customer service;
- to measure the relevancy and success of our marketing and to optimise campaigns;
- to ensure we have an accurate record of your call which may be needed if there is a dispute.

Jayco uses cookies and other digital tracking tools on its website. A cookie is data sent by a website to the browser on your device which collects and stores information about your use of the website. Some cookies exist only for the time you are on the website, and some cookies will remain for multiple browsing sessions. Cookies are used to help us operate the website more effectively, to deliver advertising to you more effectively and to help us understand your preferences to provide you with content which might be more relevant to you or interest you.

If we are unable to collect sufficient personal information from you we may not be able to provide you with the full benefit of Jayco Auckland services.

HOW WE USE PERSONAL INFORMATION

Wherever possible, Jayco Auckland collects personal information directly from you. We use it for the following purposes:

- to contact you directly about Jayco products, its models, reminders for servicing, safety, promotions, competitions and other marketing activities
- to reward you for being a loyal Jayco Auckland customer;
- to inform you of Jayco models and information we think you might be interested in;
- to approve transactions you wish to make;
- to confirm your identity;
- to provide you with information or services you have requested;
- to follow up or pursue any queries you make; and
- for staff training purposes.

However, we will only contact you by email or text message with marketing material where you have provided your express opt-in consent to receiving marketing messages.

STORAGE, ACCESS AND CORRECTION

Jayco Auckland is dedicated to keeping personal information secure. This includes physical security, computer and network security, communications security and personnel security. In order for Jayco Auckland to provide services to you, personal information is held by Jayco Auckland's associated companies in accordance with this policy.

You have rights of access to and correction of personal information that Jayco Auckland holds. You may correct or change the information collected at any time and as often as necessary. To access, correct or change your personal information contact Jayco Auckland Privacy Officer by emailing admin@jaycoauckland.co.nz

DISCLOSURE OF PERSONAL INFORMATION

Jayco Auckland does not sell, rent or otherwise make available any personal information to third parties. Jayco Auckland outsources certain business functions to other Jayco Service Agents. For the purpose of providing services to your Jayco caravan or motorhome and to you, personal information may, as required, be transferred to or handled by:

- our associated companies;
- Jayco Australia, Jayco authorised repair agents as applicable;
- organisations which provide services to us, such as research, mailing houses, promotion and advertising agencies;
- credit reference agencies or other credit providers; and
- government or statutory authorities.

CHANGES TO PRIVACY POLICY/DISCLAIMER

We may alter this privacy policy at any time and if we do, we will post the updated policy on our website. Your continued use of our website is your acceptance of the updated privacy policy.