



"The Sign of a Professional"

NZ Heavy Haulage Association Inc - Privacy Policy

New Zealand Heavy Haulage Association member's information and privacy are important to our Association, and that is why we wish to make clear in this Privacy Policy how we collect, use, disclose and protect your organisation and your personal individual information.

This Privacy Policy also sets out the way in which we comply with our obligations under the NZ Privacy Act 2020.

The NZ Heavy Haulage Association's (the Association) Constitution may include other information about how we deal with your personal individual information. You should consider this document and information very carefully, before you give or allow us to use this information for our purposes. Please also visit our website regularly as we may update this Policy from time to time and any changes will be posted there.

1. The personal information we collect from you

We collect your individual personal and your company's information from you in a number of ways such as:

- a. when you become a member of the Association
- b. our website for provision of products and services
- c. applications to attend conferences and other Events (e.g. Sector Meetings or Workshops)
- d. awards and certificates
- e. use our member services, make enquiries about or apply to be a part of our Association such as your company's legal and trading names, i.e. Owner, Shareholder/Director name, phone numbers, address details with both Physical and Postal, PO Box number and email address, whether for yourself or on behalf of an organisation you represent or otherwise engage with us.

2. We may collect both your company and your individual personal information from you, including your:

- a. full name
- b. email address
- c. address detail
- d. other/emergency contact information (including phone numbers, address details profession, occupation, organisation and job title)
- e. organisation details (company certificate, NZBN number, address etc)
- f. company website and social media: for example, Facebook, LinkedIn, Instagram, X

- g. location of company (both physical address and PO Box number)
- h. interactions with us (i.e. contact us via email and phone call or online order products)
- i. event attendance (i.e. Conferences/Workshops) information, including dietary requirements and medical information.

3. Membership Application or Conference Registration forms

You are responsible to ensure that all information you provided us is current, complete and fully accurate. If the Association believes that the information you provided to us it is not current, complete, or not truthfully accurate, the Association may have the right to decline access to information or to services, deny access to certain parts of the Association's website. The Association can therefore, decline or refuse your registrations for events or your application for membership with the Association.

Your membership applications for the event/conference registration form must be completed with all relevant current information, and accurate details required to be provided to the Association.

4. Membership Application: We collect both your company and your individual personal information from you

If you are applying for membership services from the Association, we will collect the following information:

- a. Company legal name
- b. Company trading name
- c. Director/shareholder name (full names) or Management name
- d. Email address
- e. Business and home address details (if relevant)
- f. Other contact information (including phone numbers, address details, profession, occupation, organisation and job title)
- g. Organisation details (company certificate, NZBN number, address etc)
- h. Company website and social media: for example, Facebook, LinkedIn, Instagram, X
- i. Location of company (both physical address and PO Box number)

If your organisation resigns from the Association, then the Association is required to retain your basic company details for seven years under the Incorporated Society Act 2022

The Association may also collect your payment information, which may include your credit card information, if you are paying us by credit card, and approved us to act on behalf you or proceeding on behalf of our organisation. We may be obtaining and holding this information until we have processed your payment by credit card.

5. Conference Registration form: We collect both your company and your individual personal information from you

If you are applying for attending the Conference the Association, we will collect the following information:

- a. company legal name or company trading name
- b. attendee name (full names)
- c. email address
- d. home or business address details (if relevant and PO Box number)

- e. contact information (including phone numbers)
- f. select date and details of the conference/events that you required to attend
- g. interactions with us (i.e. contact us via email and phone call event attendance (i.e. Conferences/Event Workshops) information, including dietary requirements and medical information.

We will also collect your payment information, which may include your credit card information, if you are paying us by credit card, and approved us to act on behalf you or proceeding on behalf of our organisation. We may be obtaining and holding this information until we have processed your payment.

6. Collection Payment for Sale of Products and Services

If you are applying for order some products and services from the Association we will also collect your delivery address details, your payment information, which may include your credit card information (if you are paying us by credit card), and approved us to act on behalf you or proceeding on behalf of our organisation. We may be obtaining and holding this information until we have processed your payment:

- credit card full name,
- credit numbers,
- expiry date and
- security number
- company legal name or company trading name
- name of person (full names)
- email address
- phone numbers (both mobile/office phone)
- home or business address details (if relevant for invoice payment)
- contact information (including phone numbers
- Delivery address details (for products delivered)

7. Invoice Payment Arrangement

However, if you prefer our organisation to issue an invoice or send you the invoice with the Association's bank account details, we will obtain your email address so we can send the invoice to you for the payment. Your or your organisation can make the payment by the 20th of the month following invoice date.

8. Members data details interaction with our website

We may record details of your interactions with us, for example, when you contact us regarding Member Services, and Programmes or any other matter events/conference, including:

- When you use our website, we may collect information about your Network IP address, location or activity.
- Some of this website information is collected using cookies, which don't personally identify you but do identify your browser. You can set your browser to refuse cookies, but this may mean you won't be able to take full advantage of our website.
- We may also use Google Analytics to monitor search behaviour and measure traffic flows.

- Information on how Google collects and processes data can be viewed at <https://policies.google.com/technologies/partner-sites> (or any other link Google may provide from time to time).
- We may also collect information about your interest in our e-newsletters, any other personal information you may provide to us, or authorised/consented us to collect, from time to time (i.e. your organisation may receive an award/recognition or any great story of relating to you or your organisation)

9. Information we collect from others:

- We may collect information about you from others where you have authorised us to do so, or where you have authorised/consented to others to disclose your information to us, such as our corporate /alliance partners (i.e. Sponsors and Strategic Partners)
- We may also collect information about you that is publicly available.

10. Consequences of NOT providing to us, or authorising us to collect, the information requested

If you do not provide to us, or authorise us to collect, the personal information we have requested, you may not be able to have full or enjoy your member rights and benefits or we may not be able to provide you with our services, including, without out limit, not accepting any notification of:

- upcoming events,
- right to participate in and vote at an Annual General Meeting
- access to the Online Information and Services
- responding to queries or requests for information you have submitted.

11. How we use your personal's data information

We collect your company/personal information in order to:

- a. perform our operation activities as the Association,
- b. process membership applications, upgrades and membership renewals,
- c. verify your identity and contact details,
- d. conducting any Events (such as our annual Conference or Sector meetings)
- e. distribution of publications, newsletters and promoting our products and services,
- f. communication to individuals and providing requested products or services,
- g. manage the safety and security of our members and other users,
- h. personalise and customise your experience,
- i. to provide you with access to secure areas of our website,
- j. to improve our website.
- k. Provide an online directory
- l. send you information regarding the Association's Events (conference or workshop), opportunities, benefits of membership, updates, information surveys and newsletters and the like pertaining to the Association,
- m. conduct competitions or promotions on behalf of the Association and selected third party suppliers (e.g., Segno, Traxion, Aptella, Road Materials, Contrafed Publishing, Allied Publications and Valley Print), including other organisations and not limited to these,
- n. provide this to third parties such as sponsors, associate members, strategic partners (e.g. Mobil Oil, Firestone, Rothbury Insurance) exhibitors and guest speakers,

- o. make any other transaction of activity as a result of the performance of our role as an organisation providing, services, products and benefits to our members and to others.
- p. notify you of your rights to participate in and vote at an Annual General Meeting,
- q. for posting content on our social media accounts,
- r. to carry out, and comply with, our administrative, business, and legal requirements including, but not limited to, administration of the Member products and services we make available to you and ensuring compliance with our Constitution.
- s. to undertake analysis and research to ensure that we provide you with the best possible Member services; and
- t. to improve Member experience and to train our staff.

We may also use your information for other purposes authorised/consented by you, or which are permitted by law.

12. Who do we disclose your company info or Personal Information to?

We may disclose your company/personal information to:

- a. our board members, employees, contractors, sub-contractors and agents, (e.g., Segno, Traxion, Aptella, Road Materials, Contrafed Publishing, Allied Publications and Valley Print), including other organisations and not limited to them.
- b. provide to third parties such as sponsors, associate members, strategic partners (i.e. Mobil Oil, Firestone, Rothbury Insurance)
- c. to our agents for provide products and services to you and fulfil any requests/your order by you, or your organisation's staff
- d. to communicate with you electronically, by email, phone or by text or video conference call
- e. to other delegates and third parties as part of the delegate list when you have registered for any of the Association's Events (such as Annual Conference)
- f. where we are permitted, the information that you provided to us with duty of care, to comply and to make sure we are meeting the requirements of the Privacy Act 2020,
- g. when we are providing any of your company/personal information to our third parties where NZHH Association utilises third parties to undertake services, but only to the extent required to fulfil those services, and
- h. we may share your company/personal information with other third parties with your consent, and if you have given the authorised us to use it.

13. This will generally be for the purposes of:

- a. related competitions,
- b. promotions,
- c. information and
- d. marketing.

We will only disclose your company/personal information to trusted third parties. Third parties may include sponsors, strategic partners, exhibitors and guest speakers. We do not share your information if you do not approve or without your consent. We respect your consent information, and we are committed to keeping your person information safe and secured.

We impose strict conditions on their use of your information and require them to keep your information confidential and only for the purposes it was supplied for.

14.How we protect your company and personal information

We are committed to keeping your information safe. We implement a variety of appropriate security measures to ensure your information is protected. These are reviewed and updated as appropriate.

We use third-party providers to store our data, including personal information and we ensure that our third-party data processors can meet our privacy and security requirements. All the information we hold about you will be processed and stored in accordance with data protection laws which include but are not limited to the Privacy Act 2020.

Depending on the third party, some levels of personal information may be disclosed to third parties in countries or outside New Zealand and steps are taken to reasonably ensure it has similar levels of data protection. If the third party is not in a country with similar levels of data protection, this will be made known to you and we will only share the required personal information necessary for the purposes of the performance of our services upon receipt of your authorisation.

Beyond the above, we release personal information only when it is permitted under the Privacy Act 2020 or if required by law.

15.How is Your Company and Personal Information Protected?

We take all reasonable steps to protect the personal information that we hold from misuse, loss, unauthorised disclosure, or access. If you suspect your personal information may no longer be secure or has been compromised, please let us know immediately.

16.How Can You Access or to Correct Your Personal Information?

Registered members of the Association can update their member details by contacting us via email or phone or you can login to our website and correcting yourself. The systems will be alerted and notified us about your information changes. We request that you keep your information as current as possible so we can continue to improve our services.

You have the right to ask for a copy of any personal information we hold about you and to ask for it to be corrected if you think it is wrong. If you would like a copy of your information, or to have it corrected, please contact us at our contact details below.

If your personal details have any changes, we encourage you to update your details with us. Holding up-to-date information about our members and those who are part of the Association can help us to provide better service to you.

Privacy Policy Changes

We may change this privacy policy from time to time. Updated versions of this privacy policy will be posted on our website www.hha.org.nz We encourage you to frequently check for any changes.

Contact Details of the Privacy Officer for any concerns of your personal information.

Our data privacy officer is responsible for overseeing your personal's data requests. If you have any questions/concerns or intend to exercise your legal rights or any complaints of using your personal information. We would appreciate the first opportunity to deal with your concerns/complaints so please contact NZHHA's Data Privacy Officer as set out below:

Data Privacy Officer: Jonathan Bhana-Thomson (Chief Executive)
Privacy Administrator: Mahany Sos (Administrator)
Email: Jonathan@hha.org.nz or admin@hha.org.nz
Telephone: 04 - 472 0366
Address: Level 10, Petherick Tower, 38 Waring Taylor Street, Wellington

If you are not satisfied with our response, or believe we are processing your information unfairly, unlawfully or without transparency, then you can complain to the Office of the Privacy Commissioner. You can find more information about the Privacy Commissioner and their complaints procedure at these websites:

<https://www.privacy.org.nz> or <https://www.privacy.org.nz/your-rights/complaints-process>

Approved by: Mark McNeilly - Chairperson

Chairperson Signature:



Date: 25 June 2026

Witnessed by: Chief Executive

Name: Jonathan Bhana-Thomson

Witness Signature:



Date: 25 June 2026