



# Client Privacy Policy

Our Privacy Policy covers the collection, use and disclosure of your personal information.

## 1. Information We Collect

We may collect the following personal information from you:

- Name, company name, and job title.
- Contact details, including email address, phone number, and mailing address.
- Information related to your inquiry, including project details or service needs.

## 2. How We Use Your Information

We collect and use your personal information for the following purposes:

- To respond to your inquiries and provide information about our services.
- To maintain records for potential projects and follow-up communications.
- To improve our services and enhance customer satisfaction.
- For internal record-keeping and legal compliance.

## 3. Information Sharing

We do not sell, rent, or lease your personal information to third parties. However, we may share your information with trusted partners only when necessary to:

- Respond to your inquiry or fulfil service requests.
- Comply with legal obligations or regulatory requirements.

## 4. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse. Our team is trained in data protection practices to ensure your information is handled responsibly.

## 5. Your Rights

You have the right to:

- Access and request a copy of your personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of your personal information, subject to legal obligations.

### 5.1. Accessing your information or obtaining a copy of your information:

You can ask us to confirm if we hold personal information about you. If we do, you may request access to this information. To protect your privacy, we'll verify your identity before sharing any data. This might involve security questions or identity documents. Once verified, we'll provide access unless restricted by the **Privacy Act 2020 (New Zealand)**



## 5.2. Updating and correcting your information

If you believe your personal information is incorrect, you can ask us to update it. If we agree, we'll provide you with an updated record upon request. If we cannot make the requested changes, we will explain why and note your concerns as a "statement of correction".

We will endeavour to respond to your request as quickly as possible and no later than 20 working days after you make your request. [Email](#) us or use the postal address provided below.

## 6. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy, or as required by law. The retention period may vary depending on the nature of the information and the purpose for which it was collected.

- **General Information:** Personal data related to inquiries, projects, and service needs will be retained for up to 5 years after the last interaction or completion of the relevant project or service, unless otherwise required by law.
- **Legal and Regulatory Obligations:** Personal information may be retained for longer periods if required to comply with legal obligations (e.g., tax or financial records) or regulatory requirements.

## 7. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact us:

DKJ Welding Services Ltd

**Address:** 14 Avalon Drive, Hamilton, New Zealand

**Phone:** +64 7 846 7867

**Email:** [info@dkjwelding.co.nz](mailto:info@dkjwelding.co.nz)

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This Privacy Policy is subject to updates, and we recommend reviewing it periodically. Significant changes will be communicated through our website or directly to you.