

## **Privacy Statement**

*Effective 1 September 2023*

### **Background**

Hire Plants are committed to protecting and respecting your privacy. This Privacy Policy outlines the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

### **Types of information we collect**

We may collect and process the following types of personal data about you:

- 1. Information You Provide:** We collect information you provide directly to us when you use our website or communicate with us. This includes your name, contact information (such as email address and phone number), and any other information you provide when using our services.
- 2. Automatically Collected Information:** When you visit our website, we may automatically collect certain information about your device, browsing actions, and patterns. This information may include your IP address, browser type, operating system, referring URLs, and interactions with our website.
- 3. Cookies and Similar Technologies:** We use cookies and similar technologies to track your preferences and gather information about how you use our website. You can control cookies through your browser settings and other tools. Please note that disabling cookies may affect your experience on our website.

### **Customer Information**

Hire Plants Ltd collect personal information from customers, including information about individual's

- name
- contact details
- location
- interactions with us
- billing or purchase information

### **How we use your information**

We collect your personal information in order to:

- Provide, maintain, and improve our services.
- Respond to your inquiries and requests.
- Send you important information about our services, updates, and promotions.
- Understand how you interact with our website to improve user experience.
- Comply with legal obligations and protect our rights.
- Communicate with you about the products and services we provide.
- Plan scheduling and track maintenance completion.

### **Your Choices**

Providing some information is optional. If a customer chooses not to enter personal contact details when placing an order we'll be unable to communicate about schedule changes.

You can opt out of receiving marketing communications from us by following the instructions in our emails or by contacting us directly.

### **Security**

We keep the personal information we hold safe by storing it in encrypted files and password protecting access to all systems.

### **Sharing Your Information**

We do not sell, rent, or trade your personal data to third parties.

### **Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any changes will be posted on this page, and the "Effective Date" at the top will be updated accordingly.

### **Contact Us**

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'd like to ask for a copy of your information, or to have it corrected, please contact us at [info@hireplants.com](mailto:info@hireplants.com), or 0800 800 175, or PO Box 15566, New Lynn.

By using our services, you consent to the practices described in this Privacy Policy.