



## Privacy Policy

### Introduction

At EcoSource Ltd, we prioritize the protection of your personal data. This privacy policy outlines our commitment to safeguarding the privacy of the information you provide us, or that we collect, during your interaction with our website, communication with us, and other related activities. We provide examples to clarify certain points, but these examples may not cover all scenarios.

Please be aware that our website may have its own terms and conditions, which may include specific privacy-related terms. In the event of any conflict, the terms of this privacy policy will prevail.

We encourage you to read this privacy policy thoroughly. By providing personal data to us, you acknowledge that we will process it according to this policy. If you choose not to provide personal data, it may affect our ability to offer the full functionality of our website and your experience with it. For any queries, please reach out to us using the contact details provided at the end of this policy.

This privacy policy covers:

- The types of personal data we may collect and how we collect it;
- How we use your personal data and the reasons for collecting it;
- How we store your personal data;
- Situations in which we may share your personal data with overseas entities;
- Our use of cookies and analytics tools;
- Your rights regarding access to and correction of your personal data;
- How to contact us for further inquiries or concerns about our handling of your personal data.

### Definitions

In this privacy policy:

- "Applicable privacy laws" refer to the relevant privacy laws, codes, and regulations applicable in New Zealand, such as the New Zealand Privacy Act 2020.
- "Personal data" refers to identifiable information about you, such as your name, email, address, telephone number, etc. Information that has been aggregated and anonymized to the extent that you can't reasonably be identified is not considered personal data under this policy.
- "Processing" of your personal data refers to all activities related to its use, from collection to storage and disposal, and everything in between.
- References to "EcoSource Ltd," "we," "us," or "our" are to EcoSource Ltd.
- References to "our website" are to our website at [www.ecosource.ltd](http://www.ecosource.ltd) and any other websites and/or e-commerce platforms owned, operated, and/or managed by EcoSource Ltd.
- References to "you" or "your" are to any user of our website.



## **Types of Personal Data We Collect**

We may collect various types of personal data, including:

- Identity data (e.g., name, job title, and business organization);
- Contact data (e.g., billing/delivery address, email address, and telephone numbers);
- Financial data (e.g., bank account and payment card details);
- Transaction data (e.g., details about payments and purchases);
- Technical and usage data (e.g., IP address, browser session data, device and network information);
- Profile data (e.g., website login, support requests, interests, feedback);
- Marketing and communications data (e.g., communication preferences, marketing material preferences);
- Requested data (e.g., any other personal data requested or provided).

## **Collection of Personal Data**

We collect personal data through direct provision by you, automatic collection (e.g., through cookies), and indirect collection from third parties. We may collect data when you communicate with us, engage in transactions, or use our website. It's important to have the authorization of any third party whose personal data you provide to us.

## **Use of Personal Data**

We primarily use your personal data to provide goods/services, manage our services and business, and support our relationship with you. This includes communication, transaction processing, website operation, marketing, customer support, record keeping, security, risk management, and compliance purposes.

## **Sharing of Personal Data**

We may share personal data with third-party service providers, internal teams, business partners, legal authorities, or as required by law. We take steps to ensure the privacy and security of shared data.

## **Storage of Personal Data**

We store personal data securely and only for as long as necessary. We implement industry-standard measures to protect your data and limit access to authorized personnel.

## **Overseas Disclosure**

Your personal data may be disclosed to overseas recipients, subject to compliance with applicable privacy laws. We ensure that overseas transfers are handled with care and in accordance with legal requirements.

## **Your Rights**

You have rights to access and correct your personal data. If you wish to exercise these rights or have concerns about our data processing, please contact our privacy officer.

## **Links to Other Websites**

Our website may contain links to other websites. We are not responsible for the privacy practices of these external sites.



## **Changes to the Privacy Policy**

We may update this policy to reflect changes in our website, services, or legal requirements. We will notify you of material changes and update the "Last updated" date accordingly.

## **Personal Data**

Personal Data (in privacy law terms: Personal Identifiable Information) is any data that by itself or combined with other data can identify you as a person. Your social security number (unique) is Personal Data, but also your name combined with your e-mail address (combined unique) is Personal Data. In general, EcoSource Ltd only collects standard Personal Data such as your name, business mail address, (business) e-mail address, phone number, etc.

## **Data Protection Rights**

- You have the right to opt-out of receiving marketing communications from us;
- You have the right to access and correct your personal data;
- You have the right to ask us to restrict processing, and/or request portability of your personal data;
- You also have the right to be forgotten, (although all of the foregoing rights are subject to some conditions and exceptions forced by law);
- If we have collected and process your personal data with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal data conducted in reliance on lawful processing grounds other than consent.

You must be able to provide your name and email address or other information sufficient to allow us to identify you. We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

We collect non-personalized data throughout your visit (before and after login) to improve our offering to all our customers. Next to that, we will use the IP address you are using to enter the site, to determine from which country you are accessing the website. That way we will be able to show you the correct webshop in the correct language. The IP address will not be stored for this purpose.

If you do not agree with the way we handle your personal data or you would like to exercise your rights please get in touch as follows:

You can contact us by emailing [hello@ecosource.ltd](mailto:hello@ecosource.ltd).

If you think that EcoSource Ltd is not handling your personal data in accordance with the relevant legislation, you are also free to lodge a complaint with the supervisory authority.



## **Personal Data We Collect and Process**

Categories of data subjects from whom we may collect data:

- Employees and former employees including volunteers, agents, individual contractors, temporary or casual workers;
- Applicants who have applied for employment;
- Relatives, guardians or associates of employees, former employees or applicants;
- Contractors, agents, consultants and suppliers both past and present and their individual employees or representatives;
- Customers and former customers and their employees or representatives, which may include clients of our customers and former customers;
- Individuals and representatives of organizations who have registered with us to obtain information on products and/or services offered;
- Individuals and representatives of organizations who have visited the website.

Information may include:

- Browser and device information;
- Server log file information;
- Personal data collected through cookies and other internet data collection technologies;
- Demographic information and other information provided by you;
- Financial details;
- Complaints or grievances;
- Contact details, being corporate contact details where appropriate, including email, postal address, telephone and facsimile numbers;
- Purchasing habits and customers;
- Customer preferences.

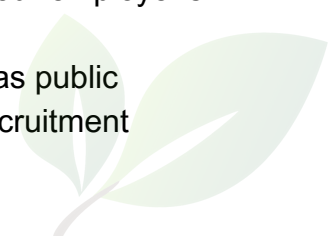
Additional categories of data with respect to employees, former employees, and applicants:

- Personal details;
- Family circumstances;
- Employment details;
- Financial details;
- Complaints or grievances;
- Email and postal addresses;
- Telephone and facsimile numbers;
- Limited sensitive data, physical and/or mental health or condition collected in the ordinary course of the employment relationship.

## **How We Collect Personal Data**

We collect personal data in a variety of ways, including:

- From you directly;
- Through this site: we may collect personal data through the website when you visit;
- Through business interaction: We may collect personal data through your or your employer's business interaction with our employees or offices;
- From other sources: We may receive personal data from other sources, such as public databases; joint marketing partners; social media platforms, employment or recruitment agencies; or other third parties;



## **Purpose of Processing Personal Data**

EcoSource Ltd uses personal data for the following purposes:

- Contract; to enter into contracts and to perform those contracts;
- Marketing purposes;
- Security and integrity of EcoSource Ltd and our websites;
- Product and services innovation;
- Employee administration;
- Analysis of trends and statistical data.

## **Legal Basis for Collecting and Processing Personal Data**

We must have a legal basis to collect and process the personal data described in this Privacy Policy. We will collect and process personal data from you only (i) where we have your consent to do so, (ii) where we need the personal data to perform a contract with you, or (iii) where the processing is in our legitimate interests, which means that our interest must outweigh your right to privacy.

EcoSource Ltd will not ask you to consent to the use of your personal data except for in exceptional circumstances and other than mentioned under (ii) in the previous paragraph. If you have given consent to the use of your personal data you can withdraw it at any time. However, withdrawing your consent may have consequences, e.g. on how a specific app works.

## **How We Operate**

EcoSource Ltd will not give or sell any information regarding you or your order and the products or services you purchase to any outside organization for its use in marketing or solicitation without your consent, save the limited circumstances outlined in this policy.

Your personal data may be shared with group companies, agents, contractors or vendors of EcoSource Ltd who provide data processing services to us or who otherwise process personal data for the purpose of performing services for you or us or for the purpose notified to you when we collected your personal data. We may disclose personal data when required to by law or if we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, in response to a lawful request by public authorities, a court order or a legal process served on us.

## **Security**

EcoSource Ltd uses all efforts to safeguard your personal data. We use what we consider to be reasonable and appropriate organizational, technical, and administrative measures to protect the personal data under our control and to comply with the security requirements under the New Zealand Privacy Act 2020.

## **Social Media Features**

The EcoSource Ltd website includes social media features, including “Like” and/or “Follow” buttons from LinkedIn, Facebook, Twitter, and/or YouTube. These features may collect your IP address, track what page you are visiting on this website and may set a cookie to enable the feature to function properly. Social media features are either hosted by a third party or hosted directly on this website. Your interactions with these features are governed by the privacy policy of the company providing it.



## **Links to Third-Party Websites and Services**

The EcoSource Ltd website may contain links to third-party sites. If you click on those links this will take you outside EcoSource Ltd's service. We cannot control and are not responsible for the privacy practices of those third-party sites. We encourage users to be aware when they leave the EcoSource Ltd website, and to read the privacy statements of each website they visit. This Privacy Policy applies only to EcoSource Ltd and its services.

## **Retention of Personal Data**

We retain personal data we have collected from you only for as long as the personal data is necessary for the purpose for which it is being processed (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements). When we have no ongoing legitimate interest in processing your personal data, we will either delete or anonymize it or, if this is not possible (for example, because your personal data has been stored in the backup archives) we will securely store your personal data and isolate it from any further processing until deletion is possible.

## **Data Transfer**

EcoSource Ltd is a global business. As a result, the personal data that we collect from you and process may be transferred to, and stored at any of our locations. Data may also be processed by third parties around the world who work for us or for one of our suppliers/vendors. These parties may be engaged in, among other things, the fulfillment of your information requests, meeting your orders, and the provision of support services. We ensure that either the country where the organization is vested has an adequate level of protection or that we have concluded separate agreements with those parties and that these agreements comply with the applicable standards.

## **Cookies**

EcoSource Ltd uses cookies when you visit our website. Here is how we handle cookies.

### **Use of Cookies by EcoSource Ltd**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies may be used to store items such as identifiers and user preferences. A website may set a cookie to the browser used if the browser's preferences allow it. We use cookies in order to improve the user experience of this website in particular with customized content, tell us which parts of the websites the users have visited, keep track of your preferences while you are using our services, provide enhanced services, remember the location and language settings for individual users, provide general internal and customer analytics, and support security measures.



## Operational Cookies

Operational Cookies are required for the proper operation of the EcoSource Ltd website, allowing you to move freely around and use secure areas of our website. These cookies allow our web pages to load faster and improve service performance. Generally, we use the following cookies:

- `cookie_banner_closed` - This is an operational cookie used by EcoSource Ltd to display a cookie and privacy message at the top of our website. When the cookie banner is closed this cookie is set on your browser and the message will not display again, unless you clear your cookie history in your browser, then it will re-appear. Any data collected will not be shared with any 3rd party.
- `SecureSessionID` - This is an operational cookie used by EcoSource Ltd to prevent any 'hijacks' while you are using our site, by making the session secure. Any data collected will not be shared with any 3rd party.
- `pst_*` - This is an operational cookie used by EcoSource Ltd so when you log into our website and close down your browser without logging out, we then keep you persistently logged in, we will prompt you to log back in to re-confirm who you are. Any data collected will not be shared with any 3rd party.
- `pref` - This is an operational cookie that is used to set your language and geography preference by EcoSource Ltd. The next time you visit our site your language and geography will be set for you. Any data collected will not be shared with any 3rd party.
- `sess` - This is an operational cookie which allows you as a user to use EcoSource Ltd's website, it makes our site work. This is called a session cookie and temporary in its use. Once you close your browser the session cookie is no longer used. Any data collected will not be shared with any 3rd party.
- `Country_code` - This cookie stores the country from which the website is accessed and used for logistic information and transport pricing within the EcoSource Ltd web shop. Any data collected will not be shared with any 3rd party.

## Third-Party Cookies

With respect to analytics, we use cookies from third-party service providers. For each third-party cookie used, you can find below a description and a link leading you to the privacy policies of these third parties for further inquiries. We use the following third-party cookies:

### Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States of America. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators, and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.



These cookies are called \_utma, \_utmz, \_ga, gid, attribution\_x, Grm-google tag manager, and Cfduid - pingdom.

For more information on Google's privacy and cookie policy, please visit Google's privacy policy [here](#).

To opt out of being tracked by Google Analytics across all websites, visit [here](#).

### **How to Change Your Cookie Settings**

Cookie settings can be changed in the settings of most web browsers. You may refuse to accept cookies by modifying the settings on your browser, for example:

- For Internet Explorer™: [Click Here](#)
- For Safari™: [Click Here](#)
- For Chrome™: [Click Here](#)
- For Firefox™: [Click Here](#)
- For Opera™: [Click Here](#)

Please note, if you choose to block cookies via the browser, you may not be able to access certain parts or functions of this website.

### **Updates to this Privacy Policy**

We may change this Privacy Policy as our business continues to evolve. When we update our Privacy Policy, we will take appropriate measures to inform you in case of significant modifications, consistent with the significance of the changes we make.

### **Contact Us**

For any questions or concerns regarding our privacy policy, please contact us at:

#### **EcoSource Ltd**

4 Pheasant Close

Auckland

New Zealand 0932

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Phone: +64273036366

