

This privacy statement explains how Integral Limited collects, stores, uses and shares your personal information.

The Privacy Act 2020 requires us – like any other New Zealand company– to tell you certain things about the personal information we need to carry out our functions. This is where we explain our privacy practices and why you can trust us to handle your information with care.

### **Openness and transparency are important to us**

If you find a security issue within our online systems [please tell us about it](#) so we can get it fixed. We acknowledge receipt as soon as possible and within 7 working days we will give you an update on the progress of our investigation.

We will work with anyone who tells us about vulnerabilities in our system.

- Please tell us what you can, without doing any further work on the vulnerability.
- Please do not try actions that may cause harm.

### **Your personal information**

Here we explain what personal information we collect and how we use or share it. We also explain about the way we store and protect personal information and your rights to access and correct it.

- We only collect personal information where this is necessary to carry out our functions.
- We may collect personal information about you either directly from you, or from other people or agencies, and we may generate personal information about you when we carry out our functions.
- We store all our data (including your personal information) securely. We protect our data with all reasonable technical and process controls.
- Subject to the exemptions of the Privacy Act, you can ask us for a copy of your personal information, and to request a correction of personal information. We will be as open as we can with you but must also ensure we meet our secrecy obligations. We may also charge our reasonable costs of providing to you copies of your personal information or correcting that information.
- We will only use and share personal information where necessary to carry out the functions for which we collected it, or if required by law.

If you cannot find the information you need, or you have concerns about the way we are managing your personal information, [please contact us](mailto:privacy@integral.co.nz).*[link to privacy@integral.co.nz]*

## What information do we collect in our activities?

The personal information we collect from enquiries, submissions, courses, events and our website, and what we do with it:

### The personal information we collect about you

Effectively engaging with our customers requires us to collect and use some personal information. However, we only collect the personal information you choose to give us (for example, you decide how much detail to provide us as background to an enquiry), and you can opt out of our communications activities, such as receiving our newsletter, at any time.

The information we may collect when you engage with us includes:

- your name
- your contact details, including your address, email address or phone number
- the content of your enquiry
- any questions or comments you submit via website, helpdesk, email or phone
- details of any events you have registered for, including dietary or other specific requirements
  - your responses to surveys or focus group discussions (usually these will be captured in a de-identified form)
  - information about your use of our website (explained further below).

We collect the following information about your use of our website (though we make no efforts to associate this with your identity), for example:

- Your IP address
- The search terms you used
- The pages you accessed on our website and the links you clicked on
- The date and time you visited the site
- The referring site (if any) through which you clicked to our website
- Your operating system (such as Windows 11)
- The type of web browser you use (such as Mozilla Firefox).

## Third party providers

We use some third party software to manage some of our engagement processes and services, such as newsletters, events registration. Where we do this, any personal information you provide (such as your email address) may also be collected and stored.

With the third party remote error logging, Personal Identifying Information (PII) is stripped before the information is sent by the software, and encryption is

applied until the point we receive the information. This is just one way communication. The third party remote error logging does not have access to the information we hold.

We might use third party AI from time to time, we will not add your personal data into open source AI tools.

We take steps to ensure that any providers we use can protect the personal information they process for us.

### **Links to social networking services**

We use social networking service LinkedIn to communicate with the public about our work. When you communicate with us using these services, the social networking service may collect your personal information for its own purposes. These services may track your use of our website on those pages where their links are displayed. If you are logged in to those services (including any Google service) while using our site, their tracking will be associated with your profile with them.

Social networking sites have their own privacy statements which are independent of ours. They do not have any access to the personal information we hold on our systems.

### **Our Apps on Google & Apple Play stores**

All apps we release on the Google Play store and Apple Play Store have their own Privacy statements.

**Storage and security:** where we store your personal information and how we protect it:

We use our own and third party providers to store and process the data we hold. We store most of the personal information we collect and generate electronically on servers located in NZ and abroad. We also use Microsoft Office 365 for our email and other office productivity applications. This means that the personal information we hold may be transferred to, or accessed from, countries other than New Zealand.

We take all reasonable steps to ensure the personal information we collect is protected against loss, unauthorised access and disclosure or any other misuse, including meeting the requirements prescribed by the New Zealand government for the secure handling, storage and disposal of any protectively marked or security classified information.

We ensure that our third party data processors can meet our privacy and security requirements. We are satisfied, for example, that Microsoft has adequate security and privacy safeguards in place to protect information it holds on our behalf.

## What we do with your personal information

### How we use it

We will only use the personal information you provide to us for the purposes of delivering the services you have requested or carrying out our lawful functions.

We may use your personal information to:

- contact you about your request, query or registration
- consider and respond to your enquiry
- improve our website and the delivery of our services
- conduct internal statistical analysis and meet our reporting requirements.

### When we share it

We do not generally share your personal information with third parties (other than third parties which are providing services to us). However, we may share your personal information in the following circumstances:

- If necessary to appropriately respond to your enquiry
- If you make a submission to us as part of a public consultation process, such as commenting on a change to a code of practice, we are likely to publish your submission as a standard part of the consultation process
- We may make submissions available in response to requests under the Official Information Act, subject to the secrecy provisions in section 206 of the Privacy Act
- We may share personal information with the Police or another government agency, if required by law (for example to assist with the investigation of a criminal offence), to report significant misconduct or breach of duty, or where there is a serious threat to health or safety. If our staff are threatened or abused, we may refer this to the Police.

### If things go wrong

Please contact Integral's privacy officer. *[insert email link]*

Integral's nominated privacy officer will follow best practice and policy to ensure we comply with our obligations.

**NOTE:** We may update this privacy statement, for example to reflect changes to the Privacy Act. This statement was last updated in xxx 2026.