



Designa's® Privacy Policy

This Privacy Policy discloses how DESIGNA Ceramic Tiles Limited® collects, protects, uses and shares personal information gathered about you in conformance with the New Zealand Privacy Act 1993. In compliance with the law, and our commitment to protect your personal information, this document explains our policies and procedures. Please note that this Privacy Policy does not necessarily govern the privacy policies and procedures of other, independently owned and operated, Designa-branded outlets.

What Type of Information may we Collect?

Personal Information is defined as any information about an individual which may cause their identity to be apparent or known. An identifiable person is one who can be identified, directly or indirectly, by reference to an identification number, or one or more factors specific to his physical, physiological, mental, economic, cultural or social identity.

Personal Information shall include, but is not limited to identifying information such as your: name, home address, home telephone number, e-mail address, credit card number, IRD number, financial information and employment-related information such as may be found on resumes, applications (including credit applications), background verification information, or in employment references.

Collection and Use of Customer Information

For customers, we only use your personal information to facilitate the provision of goods and/or services that you request. We have tailored our Privacy Policy to adequately inform you of the use of your Personal Information.

Designa® will not collect customer Personal Information unless they contact the company directly or otherwise consent to the collection of the same. However, it should be noted that failure to provide necessary information may prevent Designa® from fully addressing some customer requirements or concerns.

Designa® may collect, retain and use any information about its customers for the purposes of completing any contract of sale, for example, arranging for the delivery of goods, assessing a customer's credit-worthiness, enforcing any rights under the company's Terms and Conditions of Sale or for communicating with the customer regarding any of the above.

The customer is deemed to have expressly authorised Designa® to disclose some of the information it collects to selected third parties, (for instance, when providing your address to our delivery contractors) or for any the purposes set out above.

Collection and Use of Employee Personal Information

Designa® collects Personal Information from its employees and employment applicants (human resource data) in connection with administration of its Human Resources programmes and functions. These programmes and functions include, but are not limited to: job applications, compensation and benefit programmes, performance appraisals, training, access to Designa's® computer network, Human Resource record keeping and other employment related purposes.

It is the policy of Designa® to keep all past and present employee information private from disclosure to third-parties. There are certain business related exceptions, and they are:

1. To comply with authorised New Zealand government agency requests;
2. Inquiries from third-parties with a signed authorisation from the employee to release information, except in situations where limited verbal verifications are acceptable (see below).

Verifications of Employment

Prospective employers, government agencies, financial institutions and residential property managers routinely contact Designa® requesting information on a current or former employee's work history and salary. All such requests shall be referred to and be verbally responded to by the Privacy Officer, Human Resources Department or Payroll Department.

For written verification of employment details, information will be provided only when a request is accompanied by an employee's signed authorization to release information. The form will be returned directly to the requesting party and a copy will be filed as part of the Human Resources or Payroll Department's confidential records.

Sharing of Personal Information

We may share some Personal Information with our service providers, consultants and affiliates for our internal business purposes. Except as described in this Privacy Policy, Designa® will not share Personal Information with a third-party unless a customer consents to such disclosure, or disclosure is required or authorised by law or regulation. Designa® also reserves the right to disclose &/or transfer Personal Information to a third-party in the event of a proposed or actual purchase, sale, lease, merger or acquisition in order to allow the customer to continue to receive the same products and services from a third-party.

Storage, Retention and Accuracy of Personal Information

Designa® ensures that Personal Information is safeguarded against loss, inappropriate access, use, modification, disclosure or other misuse. All reasonable steps are taken to prevent unauthorised use or disclosure of your Personal Information.

Designa® will retain your Personal Information only for as long as necessary to fulfil the purpose(s) for which it was collected and to comply with applicable laws. Your deemed consent to such purpose(s) remains valid even after termination of our relationship with you.

Information provided by you is relied upon by Designa® and its affiliates for its accuracy. We take all reasonable steps to ensure that your Personal Information is recorded accurately, is up-to-date, complete, relevant and is not misleading.

Contact Information

You may contact the Designa® Privacy Officer to access, correct or delete your Personal Information. If necessary, the Privacy Officer will contact another employee to assist in completing your requested task.

If you have any questions or complaints, please contact our Privacy Officer, Colin Taylor on telephone +64(0)9 579 0714; or mobile +64(0)21 966 031; or by facsimile on +64(0)9 579 0739; or by email at colin@designa.co.nz; or by postal mail at DESIGNA Ceramic Tiles Limited®, PO Box 17-475, GREENLANE, Auckland 1546, New Zealand.

Links to Non-Designa® Web-Sites and Third Parties

Please note that the Designa® web site may contain links to other web sites for your convenience and information. Designa® does not control those sites or their privacy practices, which may differ from www.designa.co.nz. Designa's® Privacy Policy cannot and does not apply to external Web areas. We do not endorse or make any representations about third-party web sites. We encourage you to review the privacy policy of any company or web site before submitting your Personal Information.

Changes to our Privacy Policy

This Privacy Policy may be amended at any time without prior notification.