

Privacy Policy

In this policy, we explain how we handle information about you that we gather, store and use. For additional information about your relationship with HokoLoko, please review our 'Terms and Conditions – General', and our 'Special Terms and Conditions'.

In this policy, "Personal Information" means the same as it does in the Privacy Act 1993 (which is: information about an identifiable individual).

1. Use of your information

- a. HokoLoko **does not** sell or rent your Personal Information to third parties. Personal Information is information about an identifiable individual, as defined by the Privacy Act 1993.
- b. HokoLoko collects information about you through your use of the Website, including your registration details and information relating to your use of the Website and the Services, such as the content you access (like pages you have viewed).
- c. HokoLoko uses the information we collect to help us provide the services to you, to verify your identity, to enforce or apply our terms and conditions, to protect the rights, property, or safety of Food From Our Town Limited, our users, or others, for internal research purposes, for promoting and marketing other HokoLoko products and Services to you, and for any other use that you authorise.
- d. We release Personal Information only when we believe release is appropriate for legal compliance and law enforcement (including to government agencies with statutory law enforcement responsibilities); to facilitate court proceedings; enforce or apply our terms and conditions; or protect the rights, property, or safety of HokoLoko, our users, or others. Government agencies with statutory roles enabling them to request data from us include but are not restricted to the Police, Inland Revenue and the Ministry of Business, Innovation and Employment.
- e. If we have reason to believe that you have used another person's payment card or payment details without their permission or knowledge, we may disclose your information relating to the transaction to that person or their bank.
- f. You can contact HokoLoko to ask whether your information has been provided, or with any other privacy-related question. Just email us (hello@HokoLoko.co.nz)
- g. HokoLoko will provide your order details and name to the producer you have purchased a product from.
- h. Where HokoLoko uses third parties to undertake services, we may provide those third parties with some of your information if it is required to fulfil those services. For example, we might use third parties to send you reminders and surveys to ensure the Services we provide you are relevant and personalised to your interests. We also use third party software (such as customer relationship management, marketing automation and accounting software) that holds your information, sometimes overseas. We require any third party to undertake strict precautions to protect your information against unauthorised use or disclosure.
- i. If you wish to take Disputes Tribunal (or other) proceedings against another member, you can contact HokoLoko for a statutory declaration form which must be completed before we will consider releasing anyone else's information to you. You may only request contact details for the sole purpose of making a claim.

2. Listing content as a Producer

- a. When you create a product listing, we make certain information publicly.
- b. Listing content becomes public when publishing on our platform. Once published, listing content becomes available via the internet.
- c. We retain all listing content even if the product is no longer for sale.

3. Email

- a. It is the policy of HokoLoko to send our customers email throughout the ordering process and other email they elect to receive, in addition to customary business communications (payment confirmations, etc.). Further, it is our policy to immediately remove any member from any mailing list upon the member's request. In addition, HokoLoko will send newsletters and other communications to members. Newsletters will contain clear and obvious instructions for how the member can remove himself or herself from that mailing list.
- b. We do use email as a means of receiving feedback from our members, and we encourage you to email us with your questions or comments.

4. Membership registration

- a. Our site's registration form requires you to provide us contact information and may also require demographic information. We may use your contact information from the registration form to send you information about our company and promotional material from some of our affiliated partners. Your contact information is also used to contact you when necessary.

5. Managing your Personal Information

- a. The Privacy Act gives you the right to access and correct your information. Contact us if you wish to access or update your Personal Information, including changing your email address, password, phone number, etc. When you update your details HokoLoko will store your old details to ensure compliance with our Terms and Conditions - specifically the use of one account per member.
- b. If you wish to close your account and delete any Personal Information you have submitted to us, please contact us at hello@HokoLoko.co.nz to make that request. We consider each request for deletion on a case by case basis taking into account our legal obligations to retain certain information.

6. Credit and debit card security

- a. We work diligently to protect the security of your information, including credit and debit card information.
- b. We protect your credit and debit card information during transmission by using the Secure Sockets Layer (SSL) protocol, which encrypts your information when transmitted over the Internet. HokoLoko retains only partial card details. However, they may be held by our payment gateways, Eway and Polipay (review their privacy policies [here](#) and [here](#)).

7. Cookies and local storage

- a. HokoLoko uses various technologies, including cookies and local storage, to collect and store information about you when you visit HokoLoko.
- b. Cookies and local storage allow us to store information (including your Personal Information) in a file on the device you use to access HokoLoko. We use cookies and local storage to deliver information and fresh content specific to your interests and to improve the experience of using HokoLoko. Cookies and local storage are widely used.

8. Other information we collect

- a. Users who log in have their IP addresses recorded. This information will only be provided to legal authorities in cases of suspected fraud or for law enforcement purposes. This information is stored securely and will not be provided to other members or non-authorised parties.
- b. If you choose to post messages in our message areas or leave feedback for other users, we will collect that information you provide to us.
- c. If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the HokoLoko website, we may collect such information into a file specific to you.

9. Membership removal

- a. If you wish to have your registration removed from our directory for any reason, you may send us an email requesting this.

10. Internet statistics and analytics

- a. HokoLoko uses Google Analytics to better understand the behaviour of visitors to our website, and to improve our website. For example, it helps us to identify how many users visit a particular page, and how many take a further step, such as bidding. We have opted out of Google Analytics' data sharing settings. For more information, [view Google Analytics' information on safeguarding your data](#).

11. Updates to our information practices

- a. From time to time, we make changes to our information practices or alter the functionality of our website. We will communicate all changes to you by email. We may update this statement accordingly, so we encourage you to periodically review this page for the latest information on privacy practices at HokoLoko.