

PRIVACY POLICY

Your privacy is important to Appliance Works (2015) Limited (trading as Jones Services). References to “we”, “our” and “us” in this policy includes Appliance Works (2015) Limited (trading as Jones Services) and its related entities including (without limitation), Kitchen Things NZ Limited, Kitchen Things Holdings Limited and Applico Limited. Together these related entities comprise “The Jones Family Business”.

This Privacy Policy sets out how we collect, hold, use and disclose information about you (“personal information”). By entering any of our stores, continuing to use our website or agreeing to accept goods and services from us, you unconditionally consent to our use of your personal information in accordance with this Privacy Policy (as amended from time to time).

This Privacy Policy is governed by New Zealand law and is subject to (and must be read in conjunction with) our Website Terms of Use (“Terms of Use”) and Terms and Conditions of Online Sale (“Sales Terms”).

We may, from time to time, collect information about identifiable individuals, including our customers or prospective customers. All personal information that you supply to us will be handled and stored according to the provisions of the New Zealand Privacy Act 2020 or any successor legislation (“Privacy Act”).

HOW DO WE COLLECT PERSONAL INFORMATION FROM YOU?

We may collect personal information about you, directly from you, when you use this website, over the telephone, by letter or e-mail. You may voluntarily provide us with your personal information to enable us to provide you with information or services, respond to your enquiries, or carry out a transaction that you have requested. Personal information collected by us may include, without limitation, your name, title, company name, email address, telephone number, postal or physical address, product preferences, or other personal information.

Except for information collected automatically, we will not attempt to collect personal information about you without your knowledge. In most circumstances, you can use this website without telling us who you are or revealing any personal information about yourself. You may decide not to provide your personal information to us. However, if you do not provide your personal information (or if you provide incorrect personal information), we might not be able to provide you with access to certain information, products or services.

There may be other situations in which we may request you to provide personal information to us, including the following:

- (a) completing forms instore or on our website (including surveys, search forms, competition entry forms, registration forms, and order forms);
- (b) creating, modifying, or using any accounts or registered user facilities available through our website; and
- (c) sending messages using our website (for example, when you ask us a question).

You must not provide personal information to us about another person, unless that person has consented to us collecting, using and disclosing personal information about that person, for the purposes described in this Privacy Policy.

WHAT PERSONAL INFORMATION DO WE COLLECT FROM YOU?

Personal information we may collect from you includes, without limitation, your name, address, email address, telephone number(s), your payment information, and date of birth.

WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

We may use your personal information for a variety of purposes including, without limitation,

- (a) responding to any questions or correspondence from you;
- (b) improving our website and any related services;
- (c) monitoring the quality and standard of services provided by us;
- (d) carrying out internal research and development;
- (e) considering and furthering repairs, servicing, returns or warranty work;
- (f) where applicable, to establish your credit worthiness;
- (g) to inform you of our promotions, offers or other information we consider you would be interested in;
- (h) providing you with information about a service that you are using (including critical updates and announcements);
- (i) where you create a message using our website (for the purpose of sending that message to us or to any other recipient specified by you);
- (j) analyse website usage, trends and statistics;
- (k) to verify your identity or to provide you with a replacement password when you forget your username or password for any account you have with us;
- (l) to supply you with further information concerning products and services which may be of interest to you;
- (m) to comply with relevant laws and regulations;
- (n) for our administrative purposes; and
- (o) Any other purpose which is disclosed to you and to which you consent, expressly or impliedly, by providing us with your personal information with knowledge or a reasonable expectation or purpose for which we may use it

From time to time a third party may collect personal information from your use of the website or otherwise collect information from you. This includes third party websites. Where we provide links to or otherwise interact with third party websites and vice versa, you may be subject to the terms, conditions, privacy policies and other requirements of the relevant third party that may or may not be required to meet the standards or similar standards of the Privacy Act. Generally, any

personal information is provided directly to the third party but we may on occasion be granted access to personal information. To the extent that we deal with, collect, disclose, store and use that personal information from a third-party website this Privacy Policy will apply. We encourage that you review the privacy statements of those websites to understand how they treat your personal information.

HOW DO WE STORE PERSONAL INFORMATION?

Where we store your personal information will depend on the nature and purpose of the information and the manner in which you supply it to us. Most of the personal information we receive is stored on our local servers in electronic form. We may also hold your personal information in hard copy at Jones Family Business Limited, 635 Great South Road, Auckland at our other offices and storage facilities (whether in New Zealand or overseas). We may also store your personal data by third parties, via cloud services or other technologies. We take reasonable steps to ensure the security of your personal information.

No data transmissions over the internet can be guaranteed as completely secure. Accordingly, we cannot warrant or guarantee the security of information transmitted from or to you. Once we have received your personal information, we will use reasonable efforts to protect that information against loss or misuse and against unauthorised access, use, modification, or disclosure.

HOW CAN YOU ACCESS & CHANGE YOUR INFORMATION?

Where we hold personal information that can be readily retrieved, you will be entitled to have access to that information. We may require that you meet our reasonable costs of supplying this information to you. If we are unable or refuse to meet your request for access, we will advise you of our reasons, in accordance with the Privacy Act.

To request access to, correction or deletion of, your personal information held by us, you may contact our Privacy Manager by email at CustomerService@jonesfamilybusiness.co.nz or at Jones Services Private Bag 92900, Onehunga 1061. In some cases, there may be a charge in correcting information based on your request.

DO WE SHARE OR DISCLOSE YOUR PERSONAL INFORMATION?

We will disclose personal information about you (including your identity) to a third party if we have your permission, it is relevant to the purposes for which we collected the information, we are required to do so in the course of legal proceedings or other investigations, or if we determine that the disclosure is necessary in connection with a complaint regarding your use of the website.

FOR HOW LONG DO WE HOLD PERSONAL INFORMATION?

We will keep your personal information for only as long as is necessary to achieve the purpose(s) for which we collected it and as otherwise required to comply with applicable law. Thereafter, we will take such steps as are reasonable in the circumstances to destroy the information.

WHAT ARE COOKIES & DO WE USE THEM?

Cookies are small information files that are sent to your browser and which may then be stored on your computer. We may use cookies to provide you with information in relation to our website, and to improve our services so that we can give you a more personalised experience when using the website.

Accepting a cookie will not give us access to any data on your computer other than data stored in the cookie. You do not have to accept cookies and you can set up your browser to notify you when you receive cookies. This will give you the opportunity to decide whether or not to accept the cookies. However, if you choose to disable cookies, you may not be able to access certain features of the website.

WHAT IS AUTOMATED COLLECTION?

When you visit this website, we may use automated tools and methods (such as cookies, sessions and website statistics software) to collect certain information about your visit, including:

- (a) internet protocol address and host name used by your computer to connect to this website;
- (b) the operating system and the browser your computer use;
- (c) the search engine or inbound hyperlink you used to reach this website;
- (d) the date, time and duration of your visit; and
- (e) the pages viewed by you.

This information will be used (in aggregate form only) to analyse how this website is being used (for example, to improve the content and performance of this website). Except as set out in this Privacy Policy, we will not disclose this information other than in aggregate form. We may gather more extensive information if we are concerned, for example, about abnormal website usage patterns or website security breaches.

UNSUBSCRIBING TO ELECTRONIC MESSAGES

By using our website or providing us with your personal information, you consent to receiving promotional or marketing electronic messages from us or from third parties on our behalf.

You may opt out of receiving those electronic messages by contacting us on customerservice@jonesfamilybusiness.co.nz or by utilising any unsubscribe facility that accompanies those electronic messages. If you do withdraw your consent to receiving these electronic messages or other unsubscribe you will no longer receive these types of electronic messages from us.

WHERE CAN YOU VIEW CHANGES TO THIS PRIVACY POLICY?

We reserve the right to modify or amend this Privacy Policy at any time and for any reason. Any changes we make to the Privacy Policy will be posted on this page and, if we consider it appropriate, notified to you by e-mail. For this reason, we encourage you to visit this page regularly to check the current version of the Privacy Policy.

WHO CAN YOU CONTACT FOR FURTHER INFORMATION AND HOW CAN YOU COMPLAIN ABOUT A BREACH OF PRIVACY?

If you have any queries or complaints about this Privacy Policy or any personal information that we have collected please contact our Privacy Manager by email at customerservice@jonesfamilybusiness.co.nz or at Jones Services Private Bag 92900, Onehunga 1061