

Privacy Policy

December 2020.

Resource Management Technology Group Ltd (t/a CS-VUE) “CS-VUE”

NB: This policy has been updated to reflect the changes in New Zealand privacy laws that came into effect on the 1st December 2020. (Privacy Act 2020)

CS-VUE takes privacy seriously. We have updated our privacy policy (**Policy**) to ensure that we communicate to you, in the clearest way possible, how we treat personal information. We encourage you to read this Policy carefully. It will help you make informed decisions about sharing your personal information with us.

By accessing our Website and using our Service, you consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

CS-VUE collects your personal information.

CS-VUE is a provider of compliance software. It provides organisations with visibility of their environmental obligations and compliance status as well as Workflow tools to manage all aspects of Compliance.

The Service involves the storage of Data about an organisation or individual. That Data can include personal information. “Personal information” is information about an identifiable individual, and may include information such as the individual’s name, email address, telephone number and job title.

CS-VUE may collect personal information directly from you when you:

- register to use the Service,
- use the Service,

You can always choose not to provide your personal information to CS-VUE, but it may mean that we are unable to provide you with the Service.

CS-VUE collects, holds, and uses your personal information for limited purposes.

CS-VUE collects your personal information so that we can provide you with the Service and any related services you may request. In doing so, CS-VUE may use the personal information we have collected from you for purposes related to the Services including to:

- verify your identity,
- administer the Service,
- notify you of new or changed services offered in relation to the Service,
- carry out training relating to the Service,
- assist with the resolution of technical support issues or other issues relating to the Service,
- comply with laws and regulations in applicable jurisdictions, and

- communicate with you about CS-VUE and its other services

By using the Service, you consent to your personal information being collected, held, and used in this way and for any other use you authorise. CS-VUE will only use your personal information for the purposes described in this Policy or with your express permission.

Passwords

It is your responsibility to keep your password to the Service safe. You should notify us as soon as possible if you become aware of any misuse of your password, and immediately change your password within the Service or via the [“Forgotten Password”](#) process.

CS-VUE can aggregate your non-personally identifiable data.

By using the Service, you agree that CS-VUE can access, aggregate, and use non-personally identifiable data CS-VUE has collected from you. This data will in no way identify you or any other individual.

CS-VUE may use this aggregated non-personally identifiable data to:

- assist us to better understand how our customers are using the Service,
- provide our customers with further information regarding the uses and benefits of the Service,
- enhance small business productivity, including by creating useful business insights from that aggregated data and allowing you to benchmark your business’ performance against that aggregated data, and
- otherwise to improve the Service.

CS-VUE holds your personal information on servers located in Australia and New Zealand

We use top tier, third party data hosting providers’ (AWS – CS-VUE Version 4, and Umbrellar – CS-VUE Version 3) to host our Services on servers located in Australia and New Zealand respectively.

CS-VUE takes steps to protect your personal information.

CS-VUE is committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. Your personal information is stored on secure servers that have SSL Certificates issued by leading certificate authority Lets Encrypt, and all Data transferred between you and the Service is encrypted.

However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the Internet is at your own risk and you should only enter, or instruct the entering of, personal information to the Service within a secure environment.

We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

CS-VUE does not disclose Your Personal Information under any circumstances.

CS-VUE does not disclose the personal information you have provided to us to entities outside of the company.

CS-VUE will not otherwise disclose your personal information to a third party unless you have provided your express consent. However, you should be aware that CS-VUE may be required to disclose your personal information without your consent in order to comply with any court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify you if we are required by law to disclose your personal information.

CS-VUE does not store your credit card details.

You may request access to your personal information.

It is your responsibility to ensure that the personal information you provide to us is accurate, complete and up to date. You may request access to the information we hold about you, or request that we update or correct any personal information we hold about you, by setting out your request in writing and sending it to us at support@csvue.com

CS-VUE will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet your request, we will let you know why. For example, it may be necessary for us to deny your request if it would have an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process your request in the manner you have requested. In some circumstances, it may be necessary for us to seek to arrange access to your personal information through a mutually agreed intermediary (for example, the Subscriber).

We will only keep your personal information for as long as we require it for the purposes of providing you with the Service. However, we may also be required to keep some of your personal information for specified periods of time, for example under certain laws relating to corporations, money laundering, and financial reporting legislation.

CS-VUE uses cookies.

In providing the Service, CS-VUE utilises "cookies". A cookie is a small text file that is stored on your computer for record-keeping purposes. A cookie does not identify you personally or contain any other information about you, but it does identify your computer.

You can set your browser to notify you when you receive a cookie so that you will have an opportunity to either accept or reject it in each instance. However, you should note that refusing cookies may have a negative impact on the functionality and usability of the Website and the Service.

You can opt-out of any email communications.

CS-VUE sends Workflow and Task activity information emails which is part of the Service. We may also send Product information, Service updates and Service notifications to you via email. Our emails will contain clear and obvious instructions describing how you can choose to be removed from any mailing list not essential to the Service. CS-VUE will remove you at your request.

CS-VUE has a privacy complaint process.

If you wish to complain about how we have handled your personal information, please provide our Privacy Officer with full details of your complaint and any supporting documentation:

- by e-mail at support@csvue.com, or
- by letter to The General Manager, Resource Management Technology Group Ltd, PO Box 37092, Parnell, Auckland 1151, New Zealand.

CS-VUE will endeavour to:

- provide an initial response to your query or complaint within 10 business days, and
- investigate and attempt to resolve your query or complaint within 30 business days or such longer period as is necessary and notified to you by our General Manager.

This policy may be updated from time to time.

CS-VUE reserves the right to change this Policy at any time. CS-VUE will make every effort to communicate any significant changes to you via email or notification via the Service. Your continued use of the Service will be deemed acceptance of any amended Policy.

Last updated: December 2020