



## Privacy Policy

We are bound by the New Zealand *Privacy Act 2020*. This policy explains how and why we collect, use, hold and disclose your personal information.

**"We", "us" and "our"** means the subsidiaries of Atlas Copco AB (a Swedish company) that operate in New Zealand. Those subsidiaries include:

- Generator Rental Services Limited (NZBN 942 903 764 9463 )

You consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

What is personal information?

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

## **What personal information do we collect and hold?**

We collect information about you and your interactions with us, for example, when you purchase or use any of our products or services, call us, interact with our chatbot or otherwise visit our website. The information we collect from you may include your identity and contact details, your history of purchases and use of our products and services and details of enquiries or complaints you make.

We may also collect information from you online if you access our website. Our website contains a legal notice specifying the kinds of information that may be collected if you visit our website.

We may collect credit information about you from a credit reporting body, any person you appoint as your representative or to act on your behalf (such as your lawyer or auditor) or any person you appoint as a referee (such as a current or former employer or trade referee) or your guarantor or prospective guarantor.

We use cookies on the website. A cookie is a small text file that the website may place on your device to store information. We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up your use of our website for any of your future visits to the website. We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

## **Why do we collect, hold and use your personal information?**

We collect, hold and use your personal information so that we can:

1. provide you with products and services and manage our relationship with you.
2. enable you to access our sites and equipment and the sites and equipment of our customers or the sites and equipment of third parties who use our products and services, if required.
3. assess whether to provide you with credit, continue to provide you with credit, assess whether to require or accept a guarantor or the risk of a guarantor not being able to meet their obligations and to consider hardship requests.
4. contact you, for example, to respond to your queries or complaints, or if we need to tell you something important.
5. comply with our legal obligations and assist government and law enforcement agencies or regulators; or
6. identify and tell you about other products or services that we think may be of interest to you.

If you do not provide us with your personal information, we may not be able to provide you with our services, communicate with you or respond to your enquiries.

## **How do we collect your personal information?**

We generally collect information directly from you. This occurs when you fill in a form including webforms, email us, complete an agreement with us, contact us with a query, submit to testing by us, use our equipment or attend our sites.

Sometimes we may collect information about you from other sources such as from publicly available information about you.

We may also collect information from you online if you access our website. Our website contains a legal notice specifying the kinds of information that may be collected if you visit our website.

We may collect credit information about you from a credit reporting body, any person you appoint as your representative or to act on your behalf (such as your lawyer or auditor) or any person you appoint as a referee (such as a current or former employer or trade referee) or your guarantor or prospective guarantor.

### **How do we store and hold personal information?**

We store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

These processes and systems include:

1. the use of identity and access management technologies to control access to systems on which information is processed and stored.
2. requiring all employees to comply with internal information security policies and keep information secure.
3. requiring all employees to complete training about information security; and
4. monitoring and regularly reviewing our practice against our own policies and against industry best practice.

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the APPs.

## **Who do we disclose your personal information to, and why?**

We may disclose your information for any purpose for which you have given your consent.

We may transfer or disclose your personal information to our related companies.

We may disclose personal information to external service providers so that they may perform services for us or on our behalf.

We may also disclose your personal information to others (outside our group of companies) where:

1. we are required or authorised by law to do so.
2. you may have expressly consented to the disclosure, or the consent may be reasonably inferred from the circumstances; or
3. we are otherwise permitted to disclose the information under the Privacy Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

## **Do we disclose personal information to overseas recipients?**

We may disclose your personal information to recipients which are located outside New Zealand, such as to Atlas Copco AB and its subsidiaries for the purpose of us providing to you our products and services.

Some of the people to whom we disclose your information may be located outside of New Zealand. Some of the systems that we use and/or that of our service providers, such as credit reporting bodies, are cloud based or networked storage systems that can be accessed from various countries. We may not be aware of all these countries.

Your information may be transferred to (or stored by) a subsidiary of Atlas Copco AB located in an overseas country. Information located in an overseas country may be disclosed according to a foreign law.

### **Do we use your personal information for marketing?**

We will use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by us, our related companies, our other business partners or our service providers.

Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

### **Access to and correction of your personal information**

You may access or request correction of the personal information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.

There is no charge for requesting access to your personal information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate and up to date.

## **Your rights under the EU GDPR**

Under the European Union (EU) General Data Protection Regulation (GDPR), as a data subject you have the right to:

1. access your data.
2. have your data deleted or corrected where it is inaccurate.
3. object to your data being processed and to restrict processing.
4. withdraw consent to having your data processed.
5. have your data provided in a standard format so that it can be transferred elsewhere; and
6. not be subject to a decision based solely on automated processing.

### **(Data Subject Rights)**

We have processes in place to deal with Data Subject Rights requests. Our actions and responsibilities will depend on whether we are the controller or processor of the personal data at issue. Depending on our role as either a controller or processor, the process for enabling Data Subject Rights may differ, and are always subject to applicable law. Please refer to the Contact Details section of this policy if you would like to make a Data Subject Rights request **OR** have a specific need for assistance with a Data Subject Rights request.

### **Complaints**

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should contact us. Our contact details are set out below.

We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the New Zealand Privacy Commissioner (ONZPC) ([www.privacy.org.nz](http://www.privacy.org.nz)) for guidance on alternative courses of action which may be available.

### **Contact details**

If you have any questions, comments, requests or concerns, please contact us at:

If you wish to contact us in relation to your information or wish to make a complaint in relation to your information and our application of the New Zealand Privacy Principles, you may do so by contacting us in writing at:

#### **The Privacy Officer**

Atlas Copco Australia Pty Ltd

3 Bessemer Street

Blacktown NSW 2148 Australia

Email: [PrivacyAustralia@atlascopco.com](mailto:PrivacyAustralia@atlascopco.com)

If you wish to contact Atlas Copco in relation to your Data Subject Rights, please get in touch with our Group Privacy Officer on [privacy.officer@atlascopco.com](mailto:privacy.officer@atlascopco.com).

If your complaint is in relation to the access or correction of your information or if, in relation to this kind of information, we have not dealt with your correction request



or complaint within a reasonable time frame, you can raise your concern with the Office of the New Zealand Privacy Commissioner.

Office of the New Zealand Privacy Commissioner

Address: PO Box 10 094, Wellington 6140.

Email: [media@privacy.org.nz](mailto:media@privacy.org.nz)

Online: [www.privacy.org.nz](http://www.privacy.org.nz)

Phone: 0800 803 909

### **Changes to this policy**

This policy is effective as of 20 November 2024.

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website.

You may obtain a copy of our current policy from our website or by contacting us at the contact details above.

For privacy related matters, email us at [privacy.officer@atlascope.com](mailto:privacy.officer@atlascope.com)