

STUDIO ITALIA LIMITED

PRIVACY POLICY

OUR PRIVACY COMMITMENT

We are committed to being open and transparent about how we manage your personal information.

Our Privacy Policy aims to communicate, in the clearest way possible, how we treat your personal information. We encourage you to read this Privacy Policy carefully. It will help you make informed decisions about sharing your personal information with us.

At Studio Italia, we have a few fundamental principles:

- We will **always** collect, store, use and disclose personal information in accordance with all applicable privacy laws. However, we have also put in place this Privacy Policy to protect personal information you submit or we collect.
- We will **only** use your personal information when it is necessary for us to deliver you our services or perform other necessary business functions and activities.
- We will **not** use or disclose your personal information for purposes unrelated to our business activities and the services we provide, unless we first obtain your consent.

PRIVACY POLICY

This Privacy Policy outlines how we comply with our privacy obligations under applicable laws.

We are bound by the requirements of those laws, which regulate how we may collect, store, use and disclose your personal information. Those laws also specify other requirements, such as how individuals may access, correct and delete personal information held about them.

In this Privacy Policy when we say “personal information” we mean identifiable information about you, such as your name, email, address, telephone number and so on. References in this Privacy Policy to “we”, “us”, “our” and “Studio Italia” collectively refers to Studio Italia Limited and its related companies and affiliates.

YOUR CONSENT

Studio Italia supplies products from leading Italian design brands to discerning New Zealanders through our physical and online offerings (“Services”). Our business relies on the collection of personal information that is submitted by you, or with your authority, to enable us to provide you with our Services.

By using our Services or providing your personal information to us, you consent to our collection, storage, use and disclosure of your personal information in accordance with this Privacy Policy.

CHANGES TO THIS PRIVACY POLICY

We may amend the terms of this Privacy Policy from time to time and will notify you of any changes by posting an updated version on our website. It is your responsibility to check this Privacy Policy periodically for changes.

Your continued access and use of our website and/or our Services following notification of any changes to this Privacy Policy constitutes acceptance of those changes. If you do not agree with any aspect of the updated Privacy Policy, you must immediately cease all use of our website and Services.

INFORMATION WE COLLECT

Information you provide to us directly: Our usual practice is to collect personal information directly from you, when you complete any form, including online forms, register to use our Services, or provide any other information in connection with your use of our Services. A few examples include your name, address, email address, telephone number and payment details.

Information we get from third parties: We collect or obtain personal information from authorised third parties (e.g. credit reference agencies, law enforcement agencies). This includes information such as public information, references, or background checks such as credit and criminal record checks.

Information we collect automatically: We may collect personal information about you automatically when you visit our websites or use our Services, like your IP address and device type. Some of this information may be collected using cookies and similar tracking technologies.

Information we create in the performance of the Services: We may also create or obtain personal information, such as evaluative records about your interactions with us, and any interactions we have with others on your behalf.

Information you make public: We may collect or obtain your personal information that you manifestly choose to make public, including via online channels such as social media.

HOW IS YOUR PERSONAL INFORMATION PROCESSED?

Where we collect personal information, we will only process it:

- to perform a contract with you; or
- where we have legitimate interests to process the personal information and these interests are not overridden by your rights; or
- in accordance with a legal obligation; or
- where we have your consent.

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

- to process and administer the Services, and to help us develop, improve, manage, administer and facilitate our Services and business operations;
- to fulfil orders and deliver products ordered by you;
- to process your personal information for Studio Italia's internal business purposes;
- to verify your identity and user details; for general internal purposes (such as record keeping, database management, billing);
- to assess your eligibility for a credit account;
- to assist with the resolution of any issues relating to the Services;
- to comply with all laws and regulations in all applicable jurisdictions; or
- communicate with you.

We may also anonymise data and use it in a manner in which you cannot be identified.

By using the Services, you consent to your personal information being collected, stored, used and disclosed in this way and for any other use you authorise. Studio Italia will only use your personal information for purposes described in this Privacy Policy, or with your consent.

WHEN WILL WE DISCLOSE YOUR PERSONAL INFORMATION?

Your personal information will not be sold, traded rented or otherwise provided to others without your consent.

We will only disclose your personal information outside Studio Italia and its related companies if it is necessary and appropriate to facilitate the purpose for which your personal information was collected pursuant to this Privacy Policy, including the provision of the Services, or a directly related purpose.

We will not otherwise disclose your personal information unless we believe on reasonable grounds that you have provided your authorisation. However, you should be aware that we 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 permitted or required by law. Where possible and appropriate, we will notify you if we are required by law to disclose your personal information.

INTERNATIONAL DATA TRANSFERS

In connection with providing the Services, you accept that your personal information may be collected or held in New Zealand and be disclosed to recipients in, or transferred to, or processed in, countries other than New Zealand. We may provide your personal information to third parties in countries other than New Zealand if we have reasonable grounds to believe the recipient is required to protect your personal information in a way that, overall, provides comparable safeguards to those required by New Zealand's privacy laws.

However, there may be differences between New Zealand's privacy laws and those of the overseas locations in which we may store and process your personal information. If we cannot ensure that recipients in those locations are required to protect your personal information using comparable safeguards to those under New Zealand's privacy laws then we will only provide your personal information to recipients in those locations if you authorise us to do so.

For further information, please contact us using the details set out in the contact section below.

STORAGE AND SECURITY

We are committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. However, due to the inherent open nature of the Internet, we cannot guarantee that communications between you and us or the information stored on our website is absolutely secure.

Studio Italia implements and maintains organisational and technical security measures that are designed to provide reasonable protection against the loss, interference or misuse of your personal information and to prevent unauthorised access, modification or disclosure of that information.

COOKIES & ANALYTICS

Cookies are bits of text that are placed on your computer's hard drive or Internet-connected device when you visit certain websites. Cookie technology holds information a site may need to personalise a visitor's experience. Cookies may also be used for security purposes and to gather website statistical data, such as which pages are visited, what is downloaded, and the paths taken by visitors to our website as they move from page to page.

You may control or refuse the use of cookies in this way by selecting the appropriate settings on your browser. However, by not accepting or deleting the use of cookies, it may affect how our website operates and you may not be able to access all or parts of our website.

We may also use third-party web analytics services on this Site, such as Google Analytics. Google Analytics uses technologies such as cookies to help analyse how users use this website. The information generated by the cookie about your use of this Site will be transmitted and stored by Google. Google will use this information to monitor your use of this Site, compiling reports on website activity for website operators and providing other services related to website activity and internet usage. Google may transfer this information to third parties where required by law, or where such third parties process information on Google's behalf.

WHAT ABOUT LINKS TO OTHER WEBSITES?

Our website may contain links to other websites that are not under our control. These websites may use cookies. It is the responsibility of those third parties to collect appropriate consents from you in order to permit their own cookies (to the extent this is required by law) and to inform you about the cookies they use. You should check the privacy policy on all third-party websites to ensure you are comfortable with third party cookies.

We have no responsibility for linked websites and provide them solely for your information and convenience. We specifically disclaim responsibility for their content, privacy practices and terms of use, and we make no endorsements, representations or warranties about their accuracy, content or thoroughness. Your disclosure of personal information to third party websites is at your own risk.

EMAIL, TEXT, AND TELEPHONE COMMUNICATIONS

We are committed to full compliance with the Unsolicited Electronic Messages Act 2007.

By subscribing to emails and/or text communications, or otherwise providing your email address and/or mobile number, you consent to receiving emails and/or texts (as the case may be) which promote and market our products and services, or the products and services of others, from time to time.

You can unsubscribe from our promotional or marketing email communications and/or text communications at any time by using the unsubscribe method provided in any such email or text received, or by emailing info@studioitalia.co.nz. Once you have unsubscribed from the email or text communications, you will be removed from the corresponding marketing list as soon as is reasonably practicable.

Please note that you may not be able to unsubscribe or opt-out of electronic communications that are necessary for us to provide our Services to you, such as messages about products you have ordered from us or arrangements for delivery and/or installation of products. Your rights to access or correct your personal information.

YOUR RIGHTS TO ACCESS OR CORRECT 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 personal information we hold about you, request that we update or correct any personal information we hold about you, ask us to restrict or cease processing your personal information or even delete your personal information, by setting out your request in writing and sending it to us at info@studioitalia.co.nz.

We will review your request as soon as reasonably practicable to comply with our legal obligations. If we are unable to give you access to the information you have requested, we will give you reasons for this decision when we respond to your request.

RETENTION

The length of time we keep your personal information depends on what it is and whether we have an ongoing business need to retain it (for example, to provide you with a service you've requested or to comply with applicable legal requirements such as money laundering and financial reporting legislation).

We'll retain your personal information for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our internal retention policies and practices. Following that period, we'll make sure it's deleted or anonymised. Otherwise, as a general rule, we only keep your personal information for as long as we require it for the purposes of providing you with our Services.

PRIVACY OFFICER

We take your concerns seriously. If you have any concerns about privacy or the use or collection of your personal information by Studio Italia, please contact our Privacy Officer at info@studioitalia.co.nz and include the words 'ATT: THE PRIVACY OFFICER'.

We will respond as quickly as possible (our target response is 20 working days) and handle all complaints in a way that is fair and consistent. However, if you remain dissatisfied, you can make a formal complaint with Office of the Privacy Commissioner.

If you are not satisfied with our response to any privacy-related concern you may have, you can contact the Office of the Privacy Commissioner online at www.privacy.org.nz, or:
Office of the Privacy Commissioner

PO Box 10 094
Wellington 6143
Enquiries Line: 0800 803 909

This Privacy Policy was last updated on 6 October 2023.

studio.italia
Furniture | Wardrobes | Kitchens

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