

Consents Online Limited's Privacy & Cookies Policies

Privacy Statement

Consents Online Limited (COL) offers cloud-based online Electronic Resource Consent System (eRCS®) portal and other associated services (Web Services) for lodging and assessing resource consent applications and monitoring conditions for resource consent granted by territorial, local government and other consenting authorities.

We have created this Privacy & Cookies Policy in accordance with New Zealand Privacy Act 2020 to help you understand how we collect, use and protect your information when you use our Web Services.

We are committed to protecting your personal information. If you want to talk to us about this policy or any concerns or queries you have about the use of your personal information, please email us at info.privacy@consentsonline.com.

Collection of Personal Information

We collect personal information which you or your authorised or nominated representative, choose to provide as part of the registration process or while filling out online or hard copies of forms needed to capture information for using our Web Services. This information may include: your name, physical or postal address, e-mail address, phone numbers, including other contact details.

We also use cookies to help optimise our system and enhance your experience.

We may also automatically collect information about your computer hardware and software, such as your IP address, browser type, domain names, access times and referring website addresses, etc.

Use of Personal Information

Personal information we collect is used to administer and manage your account so we can deliver the services that you have requested effectively and efficiently. It is also used by other stakeholders that you chooses to work with collaboratively so they can communicate with you expeditiously and assist with the processing of your applications.

We also provide contact details of professional Planning Consultants registered with us to other users, who are also registered with us, so they may engage them to provide guidance and assistance with their application process.

Cookies and mainly used to share users details between various modules of the system that are necessary for the efficient and effective functioning and optimisation of our system.

Information that we collect in regard to your computer is used by us for the operation and maintenance of quality of our systems and provide general statistical data regarding the use of our software. Information regarding consents may also be used to perform system analysis for improving performance and efficiency of our operations.

Subject to the paragraph below, we will not disclose, sell, or make available any personal information that you or your authorised agent have provided us, to any unauthorised third party without your or your agent's consent.

We may disclose your personal information, without notice, only where such action is necessary to:

- a. comply or conform with any law, or order of any Court or Tribunal of competent jurisdiction;
- b. protect and defend our rights and property; and
- c. act under urgent circumstances to protect the personal safety of our staff, customers, users, or the public.

Protecting your personal information

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorised access, modification or disclosure.

Accessing and updating your personal information

You may request access to the personal information we hold about you by sending an email to info@consentsonline.com. Please quote your name, phone number, address and provide brief details of what information you require.

We will not provide your personal information if we do not know or do not have reasonable grounds to believe it is personal information about you or if disclosing the information would involve the unwarranted disclosure of the affairs of another individual.

You have the right of access to and correction of your personal information in accordance with the Privacy Act 2020, subject to some exceptions required by law. You can request correction or amendment of the information held by us at any time and as often as necessary by contacting us and specifying the information that you require changed. If it is reasonable in the circumstances for us to do so, we will make the requested change or correction, otherwise we will take reasonable steps to mark that information as having been subject to a change or correction request.

For further information about New Zealand's Privacy Act 2020 and how it protects the personal information of individuals in New Zealand, see www.privacy.org.nz.

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