

Our Privacy Policy

We are committed to your privacy

We take our commitment to the protection of your privacy, across all platforms, seriously. We promise to be completely transparent about how we collect, hold, disclose and protect your personal information in accordance with provisions set out in the [Privacy Act 1993](#).

By using our website, you agree to be bound by the website terms and conditions and this privacy policy. If you reside in the EEA, you may also have rights under the General Data Protection Regulation.

Why your information is collected

We, as primary producers and service providers, collect information relating to you, that you, as vendors, business partners, milk suppliers, prospective or current employees, provide us during a standard business interaction. This can be when using our website or in person, by social media, email, or telephone.

We use information relating to you which we have collected to:

- know it's you, so we can do business
- better answer your enquiries and understand your preferences
- provide you, or enable third parties to provide you, with information and services
- improve, update and customise our website
- enable us to run competitions or promotions
- respond to any employee and recruitment requests
- communicate with you in person, by post, telephone, text message, email or any other electronic means
- help us create a world class Miraka experience for you

How your information is collected

Your information is collected when you voluntarily give it to us during a business interaction. Automated tools, methods and systems also collect information about you when you use our website. The types of personal information we may collect about you are:

- your name, location, physical or postal or email addresses and telephone numbers
- IP address and domain name used by your device
- your operating system, browser and search engine or inbound hyperlink used to reach this website
- the date, time and duration of your visit to this website and the URL's of the pages you visit

We also use CCTV cameras to record footage at our milk plant. See our surveillance policy.

You may decide not to provide us with your personal information but this may mean we are unable to provide you with access to our information and services.

How we protect and store your information

We take all 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.

Your information is being collected and stored by The Miraka Group, located at 108 Tuwharetoa Street, Taupō and 1160 Forest Road, Mokai, New Zealand.

We will not sell, rent, or lease your personal information to third parties

There may be times when we need to disclose your personal information to third parties. We are satisfied they have robust security and privacy safeguards in place to protect information they hold on our behalf. We will only use or disclose your personal information to third parties for the purposes set out in this privacy policy and:

- in accordance with the [Privacy Act](#)
- if you have authorised us to do so
- if we are required or permitted by law to disclose such information

You authorise us, for the purpose of helping us provide services to you, to disclose your information to:

- any person or organisation as authorised by the [Privacy Act](#)
- our suppliers, consultants, service companies and other contractors who provide us with products or services which support the services we provide you, including the personal information you supply us as prospective, current and former Miraka Group employees
- anyone who hosts or maintains data centres, service platforms, cloud-based solutions and other infrastructure and systems on behalf of us, where your information is processed, hosted or stored.

Getting a message to you

When you provide us with an email address or mobile phone number, you agree that we may send you commercial electronic messages for the purposes set out in this privacy policy.

Your online security

Although we use safeguards to protect your personal information against theft, loss or unauthorised access, use, modification, disclosure or disposal, no data transmission over the internet can be guaranteed to be completely secure. Security risks may still occur as a result of factors outside of our control. We do not warrant the security of information you transmit by email or receive through our website and these activities are conducted at your own risk.

External websites

Where our website contains hyperlinks to external or third-party websites, we are not responsible for the availability, content, accuracy or privacy practices of these websites. When you visit other websites from hyperlinks on our website, you should review the privacy statement of those websites, so you understand how they collect, store, use and disclose your personal information.

How to access and correct your information

You're entitled to look at and ask for the correction of any personal information about you, held by us. There are certain grounds on which we may refuse total access. (For example, where such information is evaluative in the case of employment suitability, eligibility or qualification for employment.)

To keep the personal information we hold about you, current and accurate, please get in touch. You can also choose not to supply us with your personal information, but this may affect our ability to interact with you.

How to get in touch with us

Please get in touch with our Privacy Officer, if you have any questions about this privacy policy or about the personal information we hold about you or if you'd like to register a complaint about the way we have handled your personal information.

Address Privacy Officer
 The Miraka Group
 PO Box 740
 Taupō 3351
 New Zealand

Email privacy@miraka.co.nz

Telephone 0064 7 376 0075

When your information is no longer needed

By law, we are required to keep some of your information for a period of time, otherwise we won't keep your information longer than we require it for our purposes. When we no longer require your information, we'll ensure it is appropriately deleted or destroyed or de-identified.

About Cookies

What is a cookie and how we use them

A cookie is a small flat text file. When you visit our website, a cookie is placed on your device by our website to capture information about your visit. We use cookies (including cookies developed by third-party service providers such as Google Analytics), session cookies and persistent cookies to improve our service to you and to enhance your online experience with us as outlined in our [privacy policy](#). This helps to maintain the secure connection between your browser and our servers, when you're on our website.

Changing your cookie settings

You can usually adjust the settings on your browser to notify you, when you or your device is offered a cookie, so you can decide whether or not to accept the cookie and allow the information capture. However, if you disable or block cookies, it may impact on the ability of our website to recognise and remember you, resulting in a less than optimal experience.

To learn more about cookies, visit www.allaboutcookies.org

Keeping up to date with changes to our privacy policy

Our privacy policy was last updated May, 2019.

We may change or update our privacy policy at any time. We encourage you to review this privacy policy periodically to stay informed about how we value and take care of your personal information.

What is the GDPR?

The General Data Protection Regulation (GDPR) came into view on May 25, 2018 and is the most significant initiative globally, regarding personal protection of data in the past 20 years. It sets strict regulations across the European Economic Area (EEA) on how data is handled to protect the privacy and use of EEA residents' personal information.

If a website has visitors residing in the EEA, the GDPR applies, regardless of where the business is headquartered or located. We aim to be GDPR compliant.

Who is we and who is you?

In this privacy policy 'we', 'us', and 'our' applies to The Miraka Group, located at 108 Tuwharetoa Street, Taupō and 1160 Forest Road, Mokai, New Zealand and all information we collect about identifiable individuals applies to 'you' and 'your'.