



PRIVACY POLICY

Fleet Track NZ Limited

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GENERAL

Fleet Track NZ Limited ("Fleet Track", "we", "us", or "our") is committed to protecting your privacy and complying with the Privacy Act 2020 (New Zealand).

We do not knowingly sell your personal information. This Privacy Policy explains what personal information we collect, how we use it, and your rights in relation to that information.

We may update this policy from time to time. Continued use of our services indicates your acceptance of any updates.

1. WHAT PERSONAL INFORMATION DO WE COLLECT?

Depending on how you interact with our services, we may collect the following personal information:

Identity Data

First name, last name, title, and account holder information.

Contact Data

Email address, telephone number, postal address, and business contact details.

Account Data

Username, password, user permissions, and account configuration details.

Financial Data

Billing details and payment information associated with the services you purchase.

Transaction Data

Details of services purchased, subscription information, and payment history.

Technical Data

IP address, browser type, device identifiers, operating system, and platform used to access our services.

Location and Telematics Data

Fleet Track provides vehicle tracking and telematics services. These services may collect:

- GPS location data
- Vehicle movement and route history
- Speed and driving behaviour
- Ignition status
- Device identifiers such as IMEI or SIM ICCID
- Sensor or telemetry data from tracking devices

This data may be associated with vehicles, assets, or drivers depending on how the system is configured by our customers.

Communication Data

Communications with us including support requests, feedback, or service inquiries.

2. HOW DO WE COLLECT PERSONAL INFORMATION?

We may collect personal information in several ways:

Directly from you

For example when you:

- Register for an account
- Purchase tracking services or hardware
- Contact support
- Submit forms through our website
- Correspond with us via email or phone

From devices and systems

Our services may automatically collect data from tracking devices and connected systems including:

- GPS trackers
- vehicle telematics devices
- mobile applications
- web platforms used to manage tracking services

From third parties

We may receive information from service providers, resellers, or integration partners who help deliver our services.

Through cookies and tracking technologies

Our website may collect information such as IP address, browser type, and usage activity through cookies or similar technologies.

3. HOW AND WHY DO WE USE PERSONAL INFORMATION?

To the extent permitted by applicable law, we may use your personal information:

- For the specific business purposes related to the goods and services we provide;
- To process and deliver customer orders;
- To manage payments, fees and charges;
- To manage our relationship with you, such as communicating with you about our goods and services, providing customer service, and notifying you of changes to our terms or privacy policy;
- To administer and protect our business and services, including troubleshooting, and performing data analysis, testing, system maintenance, support, reporting and hosting of data;
- To detect, prevent, or otherwise address fraud, security or technical issues, including by monitoring and enforcing compliance with our terms of use, appropriate use policies, and privacy policies;
- To defend our interests in the event of a dispute;



- To comply in good faith with applicable laws, legal processes, and lawful government requests;
- To understand what may be of interest to you as a customer;
- To deliver relevant news, offers and other content to you and measure and understand the effectiveness of the content;
- To ask and enable you to take a survey;
- To use data analytics to debug, optimize, and improve our products and services, marketing, customer relationships and experiences and
- To intake and assess your employment application and to contact you regarding the hiring process.

4. WITH WHOM DO WE DISCLOSE PERSONAL INFORMATION

We may disclose personal information to:

Service Providers

Companies that assist us in operating our systems, including:

- hosting providers
- cloud infrastructure providers
- data storage services
- payment processors
- technical support providers

Government agencies and regulators

Where required by law or to comply with legal obligations.

Professional advisors

Such as lawyers, accountants, or auditors where necessary to operate our business.

Business transfers

If Fleet Track is sold, merged, or reorganised, personal information may be transferred to the new entity.

We may also disclose information if required by lawful request or with your consent.

5. HOW DO WE PROTECT PERSONAL INFORMATION?

We implement technical, physical, and administrative safeguards designed to protect personal information from:

- unauthorized access
- disclosure
- alteration
- loss or destruction

While we take reasonable precautions, no system can guarantee complete security.

6. YOUR PRIVACY RIGHTS

Under applicable New Zealand laws, you may have legal rights to access, update, or erase certain personal information that we have about you or restrict or object to how we use it. If you have such rights and you make a legitimate request, we will do what you request as mandated under applicable laws. To exercise these rights, please contact us using the details in the "Contact Us" section below. For your security, we may need to request specific information from you to help us confirm your identity and make sure the request is coming from you and not someone who has no right to receive it or exercise the right.

7. CHILDRENS PRIVACY

Our services are not intended for individuals under the age of 16. We do not knowingly collect personal information from children

8. DATA RETENTION

We will retain your personal information for only as long as necessary to fulfill the purposes for which it has been collected or any longer retention period required by law.

9. THIRD-PARTY WEBSITES

We are not responsible for the practices employed by any websites or services linked to or from our website, including the information or content contained within them. Your usage and browsing on any such website is subject to that website's own policies, including that third party's privacy policy. We encourage you to investigate and ask questions before disclosing personal information to third parties, since any personal information disclosed to those third parties may differ from our website policy and your personal information may be collected, processed and shared for a variety of different purposes

10. CONTACT US

You may contact us using the following details:

Email: privacy@fleettrack.nz

Website: www.fleettrack.nz