

# **BIOZONE**

## **privacy policy**

### **1 INTRODUCTION AND APPLICATION**

BIOZONE International Limited, a New Zealand registered company, company number 901079 (**we, us, our**) provides products and services to assist educational institutions in their delivery of education to their students, and to assist students to receive the benefit of that education.

In the course of providing our products and services to Schools, Districts and Students, and in the course of interactions with other persons who deal with us either directly or via the Website, we collect data, including personal information. Personal information is information about an identifiable individual (a natural person).

This policy (**Privacy Policy**) sets out how we collect, store, use, disclose and protect your personal information. Where you are a user of our Website, or a user of our products and services (e.g. the BIOZONE Service), you should read this Privacy Policy in conjunction with the Website Terms of Use and/or the BIOZONE Terms of Service (as applicable). Capitalised terms used in this Privacy Policy have the same meaning given to them in the Website Terms of Use and the BIOZONE Terms of Service.

BIOZONE complies with applicable privacy and data protection laws when dealing with personal information. This Privacy Policy does not limit or exclude any of your rights under the law.

If you do not agree to BIOZONE's handling of your personal information in accordance with this Privacy Policy, we may be unable to provide you with the full benefit of the Website and/or the products and services that you wish to access and use.

### **2 CHANGES TO THIS POLICY**

We may change this Privacy Policy by uploading a revised policy onto the Website. The change will apply from the date that we upload the revised Privacy Policy.

### 3 INFORMATION THAT WE COLLECT

Generally, we collect the following different categories of information:

- ▲ District, School, Student and other user contact details, details of products and services purchased, payments, and other account related information (e.g. passwords) (**Account Information**)
- ▲ data, content, and information that is generated in connection with users using our products and services, whether generated by the District, the School, the Student or automatically by the Underlying Systems (**User Content**). User Content may include answer scripts, reports, test results and other assessments
- ▲ information relating to users' online behaviour in the course of using the Website or our products and services (**Usage Data**).

Our servers collect the following types of Usage Data when you use the Website or our online products and services:

- ▲ your IP address, server address, domain name, browser internet address, date and time of your visit, pages accessed and/or downloaded (including the URLs and titles of those pages), your user name and other account access information
- ▲ browser-related information including the browser you are using, the size of the viewing pane, resolution of your screen, whether you have *java* installed, whether and what version of *Flash* you are using, and your language settings
- ▲ the geographic location derived from the IP address of where your page view originated

We also use cookies (alphanumeric identifiers that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of and interaction with the Website and our online products and services.

You should be able to disable cookies at any time by changing the settings on your browser, although this may mean that you cannot use all of the features of the Website or those products and services.

We use third party applications (including Google Analytics) to help us collect and store data. Those third parties handle personal information in accordance with their own privacy policies (for Google, see [www.google.com/intl/en/policies/privacy/](http://www.google.com/intl/en/policies/privacy/)). We encourage you to view those policies and check you are happy with how personal information is handled under those policies.

### 4 WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM

We collect personal information about you from:

- ▲ you, when you provide that personal information to us, including via the Website, through use of the BIOZONE Service and any other online service, through any registration or subscription process, through any contact with us (e.g. telephone call or email), or when you buy or use our products and services

- ▲ your District or School, where you are a Student or personnel member of that District or School
- ▲ other third parties where you have authorised this or the information is publicly available
- ▲ our Underlying Systems, where that information is generated by those Underlying Systems in connection with your use of the Website or our products and services.

## **5 HOW WE USE YOUR PERSONAL INFORMATION**

We may use your personal information:

- ▲ to verify your identity
- ▲ to provide our products and services to you
- ▲ to market our products and services to you (except that we do not market directly to you if you are a Student and your only contact with us is use of our products and services purchased by your School or District), including contacting you electronically (e.g. by text or email) for this purpose; you may unsubscribe from our marketing lists at any time by following the *unsubscribe* link included with the marketing communication
- ▲ to monitor, maintain and improve the products and services that we provide to you
- ▲ where you are the bill payer:
  - to undertake credit checks of you (if necessary)
  - to bill you and to collect money that you owe us, including authorising and processing credit card transactions
- ▲ to respond to communications from you, including a complaint
- ▲ to conduct research and statistical analysis (on an anonymised basis)
- ▲ to protect and/or enforce our legal rights and interests, including defending any claim
- ▲ for any other purpose authorised by you or the law.

In addition to the above, we use:

- ▲ Account Information for general administrative purposes
- ▲ Usage Data to monitor users' use of the Website and our products and services, including for the purpose of monitoring and enforcing users' compliance with the Website Terms of Use and/or the BIOZONE Terms of Service or any other applicable terms governing our relationship with that user.

## **6 DISCLOSING YOUR PERSONAL INFORMATION**

We may disclose your personal information to:

- ▲ another company within our group
- ▲ your District or School, where you are a Student or personnel member of that District or School, for the purpose of enabling that District, School and/or those Students to receive the products and services purchased by that District or School

- ▲ any business that supports (e.g. by maintaining, repairing or helping us to improve) our Website, products and services (including Google and Intercom), including any person that hosts or maintains any underlying IT system or data centre that we use to provide the Website, the BIOZONE Service or other products and services, but only to the extent that it is reasonably necessary to disclose that information
- ▲ a credit reference agency for the purpose of credit checking you (where necessary)
- ▲ other third parties (for anonymised statistical information)
- ▲ a person who can require us to supply your personal information (e.g. a regulatory authority)
- ▲ any other person authorised by the law (e.g. a law enforcement agency)
- ▲ any other person authorised by you.

We may store personal Information in secure servers in California and may access that information in the United States and New Zealand from time to time for the purpose of performing our obligations and exercising our rights under the BIOZONE Terms of Service, Website Terms of Use or any other terms governing our relationship, and any applicable privacy law.

A business that supports our products and services may be located outside the State in which you are located. This may mean your personal information is held and processed outside that State.

## **7 USE AND DISCLOSURE OF STUDENT INFORMATION**

Where you are a Student, BIOZONE will not disclose your personal information or User Content to third parties, or use that information for purposes, other than:

- ▲ to fulfil the purposes set out in paragraph 5 above (except that in relation to research and statistical analysis (on an anonymised basis) we use the information only for Website analytics and user experience improvement), and to perform our other obligations under the Website Terms of Use or the BIOZONE Terms of Service (as applicable)
- ▲ disclosing your information and User Content to your District or School where reasonably necessary to fulfil the purposes set out in paragraph 5 above
- ▲ where you have consented to that use or disclosure, or it is reasonable for us to believe you have consented to that use or disclosure
- ▲ as required by law.

Where you are a Student and we disclose your personal information to your District or School, your personal information will be handled by that District or School in accordance with its own privacy policy. If you have concerns or questions about how a District or School handles your personal information, you should contact that District or School directly.

## **8 PROTECTING YOUR PERSONAL INFORMATION**

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

## **9 ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION**

You may request from us:

- ▲ confirmation of whether we hold personal information about you
- ▲ access to, and correction of, readily retrievable personal information that we hold about you

If you want to exercise any of these rights, email us at [support@biozone.co.nz](mailto:support@biozone.co.nz). Before we consider your request, we will need evidence to confirm that you are the individual to whom the personal information relates. Your email should provide this evidence and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

We have rights to refuse requests on certain grounds set out at law. Subject to these rights, in respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

Where we are allowed at law to do so, we may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

## **10 INTERNET USE**

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our Website, or from our products and services, to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.