

Privacy Policy

Your privacy is highly valued, and we strive to adhere to the privacy principles outlined in this Privacy Policy, as well as the Privacy Act 1993, which governs the handling of personal information by organizations in New Zealand. We recommend reviewing our Privacy Policy in detail, as it provides a comprehensive explanation of how we collect and handle your personal information.

UNDERSTANDING OUR PRIVACY POLICY

This Privacy Policy sets out Tonic Media's commitment to protecting the privacy of your personal information that we collect through the following websites (Sites) or directly from you:

www.tonicmedia.co.nz

The term 'Personal Information' refers to the definition provided in the Privacy Act 1993, which may include information or opinions relating to:

An individual whose identity is readily discernible or can be reasonably inferred from that information (i.e., information capable of identifying you)

An identifiable individual, or an individual who can be reasonably identified, regardless of the accuracy or medium of the information

'Sensitive Information' encompasses data pertaining to an individual's race, political opinions, religious beliefs, philosophical perspectives, criminal record, medical history, or sexual orientation

By providing Tonic Media Aotearoa with personal information, you indicate that you have had sufficient opportunity to access the Privacy Policy and that you have read and accepted it.

If you do not wish to provide personal information to Tonic Media Aotearoa, then you do not have to do so; however, it may affect your use of this Site or any products and services offered on it.

Please contact customercare@tonicmedia.co.nz if you have any questions.

COLLECTION OF PERSONAL INFORMATION

To provide you with Tonic Media Aotearoa services, including the installation and maintenance of our assets, it is necessary for us to gather relevant Personal Information. This may encompass details such as your name, billing and delivery address, email address, and contact numbers.

Typically, we obtain Personal Information directly from you or with your consent, and our policy is to collect only the necessary information for a specific purpose. Instances in which we may collect Personal Information from you include:

- (a) Submitting information on our websites
- (b) Signing up for our services
- (c) Requesting to be contacted
- (d) Completing a feedback form
- (e) Participating in an online survey
- (f) Engaging in a promotional offer or competition
- (g) Subscribing to a newsletter or mailing list
- (h) Registering for webinars
- (i) Accessing digital platform content

Personal Information may be gathered electronically or through telephone communication. Failure to provide the requested Personal Information may result in our inability to offer our services. We may also collect Personal Information from publicly available sources or when legally obligated to do so.

No Collection of Sensitive Information

We do not require Sensitive Information from you to provide our services. In the event that we do collect sensitive information, it will be done only with your explicit consent.

Use of Personal Information

Tonic Media Aotearoa collects and uses the information for purposes including:

- Internal record keeping
- Identifying and understanding user needs
- Contacting and communicating with you
- Market research, business development, and marketing
- Customising, improving, and ensuring proper functioning of our Sites
- Running competitions or offering additional benefits
- Sending promotional information about third parties that we think you may find interesting

On occasion, the information we gather may include de-identified demographic data, such as age, gender, location, occupation, or preferences, which does not qualify as Personal Information. This de-identified information may be utilized for internal business purposes or to enhance our products and services.

If you decide that you no longer wish to receive notifications about new products, services, or promotions, please inform us by contacting our Customer Care.

DISCLOSURE OF PERSONAL INFORMATION

We may share Personal Information with specific third-party entities ("Partner Companies") with whom we have established a relationship or are collaborating on a joint promotion or service offering. These Partner Companies may require access to your Personal Information to fulfill a service, promotion, or offer conducted in conjunction with us.

We may disclose personal information:

- For the purpose of providing services to customers
- To courts, tribunals, regulatory authorities, and law enforcement officers as required by law
- To third-party service providers who assist us in providing information, products, or services to you
- To related bodies corporate within New Zealand

We do not engage in the sale, rental, or trading of personal information with any third parties.

YOUR RIGHTS

Providing Tonic Media Aotearoa with your personal information is optional. You can choose not to provide personal information. When you provide us with your personal information, you consent to the terms outlined in this Privacy Policy.

You have the right to:

Request details of personal information we hold about you

Correct personal information that is inaccurate, incomplete, or out of date

Request that we do not use or disclose your personal information

If you believe we have breached the Privacy Act 1993 and wish to make a complaint, please contact us at customercare@tonicmedia.co.nz .We will promptly investigate your complaint and respond to you in writing within 4 weeks.

STORAGE AND SECURITY

Tonic Media Aotearoa takes reasonable steps to ensure that the personal information collected from you is accurate, up-to-date, complete, and stored in a secure environment, accessed only by authorized personnel.

While we implement security measures, no internet transmission is completely secure. The transmission and exchange of information is carried out at your own risk.

AMENDMENTS

This Privacy Policy may be amended from time to time in our sole discretion.

This policy was last updated on 1st May, 2026

Contact

For questions and notices, please contact Tonic Media Aotearoa Customer Care:

Email: customercare@tonicmedia.co.nz

Phone: 0800 889 029

Address: C/- Hall Chadwick Limited, Level 1, 187 Queen Street Auckland 1010, New Zealand

Tonic Media Limited®