

## Privacy Policy

**In this Privacy Policy, 'we', 'us' and 'our' means Absolute Value Limited.**

We respect the privacy of your personal information. This Privacy Policy sets out how we collect, store, use and disclose your personal information in accordance with the Privacy Act 2020 and the Privacy Amendment Act 2025 (New Zealand), including the new Information Privacy Principle 3A (IPP 3A) that came into force on 1 May 2026.

### 1. What Personal Information We Collect

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Under the Privacy Act 2020, 'personal information' means any information about an identifiable individual. We collect certain types of personal information about you, including but not limited to:

- your full name, contact details including postal address, telephone number and email address;
- information in relation to property valuations, assessments and advisory services;
- financial, billing and invoicing information;
- property and asset details relevant to any valuation engagement;
- information you submit via our website, such as through online enquiry forms; and
- any other personal information you otherwise provide to us in connection with our services.

### 2. How We Collect Your Personal Information - Direct Collection (IPP 3)

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Where practicable, we collect personal information directly from you. We will take reasonable steps to ensure that, at the time of or before collection, you are aware of:

- the fact that your personal information is being collected;
- the purpose for which it is being collected;
- the intended recipients of the information;
- the name and contact details of the agency holding the information (i.e. Absolute Value Limited);
- whether providing the information is voluntary or mandatory, and the consequences of not providing it; and
- your right to access and request correction of the personal information.

We collect your personal information directly via our website, telephone, in writing, by email, and in person during site visits, inspections or consultations.

### **3. Indirect Collection of Personal Information (IPP 3A)**

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In some circumstances, we may collect your personal information from a source other than directly from you. This is referred to as 'indirect collection'. In compliance with IPP 3A (in force from 1 May 2026), where we collect your personal information indirectly, we will take reasonable steps to ensure that you are aware of the matters listed in Section 2 above, unless an exception applies.

Sources from which we may indirectly collect personal information include:

- your solicitor, real estate agent, bank, mortgage broker or other professional adviser instructing us on your behalf;
- publicly available sources such as property records, council databases, LINZ (Land Information New Zealand) and other official registries;
- other parties to a transaction or valuation engagement; and
- third-party service providers engaged to assist us in delivering our services.

We will provide the required notification to you as soon as reasonably practicable after indirectly collecting your personal information, unless doing so is not reasonably practicable in the circumstances or an exception under the Privacy Act 2020 applies (for example, where notification would prejudice the lawful purpose of collection, would not be in the public interest, or where the information is publicly available).

### **4. Our Purposes for Using and Disclosing Your Personal Information (IPP 2 & IPP 10)**

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We only collect personal information for a lawful purpose connected to our business functions. We use and disclose your personal information for the purpose for which it was collected, including:

- conducting our property valuation and advisory business;
- preparing and delivering valuation reports, assessments and related professional services;
- performing a contract or engagement with you;
- communicating with you regarding your instruction, enquiry or matter;
- complying with our professional obligations under the Valuers Act 1948 and the standards of the New Zealand Institute of Valuers;
- managing our client relationships and business records;
- invoicing and receiving payment for our services; and
- fulfilling any legal, regulatory or professional obligations.

We will not use your personal information for any other purpose without your consent, unless permitted or required by law.

## 5. Disclosure of Your Personal Information (IPP 11)

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We will only disclose your personal information in accordance with the purpose for which it was collected or where otherwise permitted by the Privacy Act 2020. We may disclose your personal information to:

- other professionals or individuals who assist us in providing services or who perform functions on our behalf (such as subcontractors, peer reviewers or technical specialists);
- lenders, banks, insurance companies or other financial institutions, where we have been instructed to provide a valuation on their behalf or with your consent;
- real estate agents, solicitors, accountants or other professional advisers involved in your matter;
- courts, tribunals, government and regulatory authorities, including the New Zealand Institute of Valuers and the Valuers Registration Board of New Zealand;
- anyone else to whom you consent to us disclosing your information; and
- where we are required to do so by law.

Other than as specified in this Privacy Policy, or where you have provided your consent, or where required or permitted by law, we will not disclose your personal information to third parties.

## 6. Transfer of Personal Information Overseas (IPP 12)

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We may use third-party service providers (for example, cloud-based software or IT infrastructure) that may store or process your personal information outside New Zealand. Under IPP 12 of the Privacy Act 2020, we will not transfer personal information overseas unless:

- we believe the recipient country has comparable privacy protections to New Zealand's Privacy Act 2020;
- the recipient has agreed in writing to protect the information in a manner comparable to the Privacy Act 2020;
- the transfer is authorised or required by New Zealand law; or
- you have expressly authorised the transfer.

We will take appropriate steps to ensure that overseas transfers of your personal information are carefully managed and comply with applicable law.

## **7. Your Obligations When Providing Personal Information of Others**

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You must not provide us with personal information about any other individual unless you have that individual's express authorisation to do so. If you do provide us with information about another individual, before doing so you:

- must tell that individual that you will be providing their information to us and that we will handle their information in accordance with this Privacy Policy;
- must provide that individual with a copy of (or refer them to) this Privacy Policy; and
- warrant that you have that individual's consent to provide their information to us.

If you have not done this, you must inform us before providing any third-party personal information.

## **8. Your Obligations When We Provide You With Personal Information**

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If we provide you with access to another person's personal information (for example, as part of a joint engagement), you must only use it:

- for the purposes we have agreed to; and
- in compliance with the Privacy Act 2020 and this Privacy Policy.

You must also ensure that your agents, advisers, employees and contractors meet the above requirements.

## **9. Access to and Correction of Your Personal Information (IPP 6 & IPP 7)**

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Under the Privacy Act 2020, you have the right to request access to personal information we hold about you and to request that it be corrected if it is inaccurate, out of date, incomplete, irrelevant or misleading.

To make an access or correction request, please contact us using the details in Section 14 below. We will respond to your request within 20 working days as required by the Privacy Act 2020. We may charge a reasonable fee for providing access where permitted by law. If we decline your request, we will inform you of the reason and your right to complain to the Privacy Commissioner.

## **10. Accuracy of Personal Information (IPP 8)**

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We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever we collect, use or disclose it. We rely on you to advise us of any changes to your personal information. Please contact us as soon as possible if your personal information changes or if you believe the information we hold is inaccurate.

## **11. Security of Your Personal Information (IPP 5)**

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We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification and disclosure. This includes physical, electronic and procedural safeguards appropriate to the sensitivity of the information.

While we implement reasonable safeguards, no data security measures are completely secure. You should also take care to protect your own personal information (for example, by keeping passwords secure and notifying us promptly if you become aware of any unauthorised access to your information).

Where a privacy breach has occurred that is likely to cause serious harm to affected individuals, we will notify both the affected individuals and the Office of the Privacy Commissioner as soon as practicable, in accordance with the mandatory breach notification requirements of the Privacy Act 2020 (sections 113-114).

## **12. Retention of Your Personal Information (IPP 9)**

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We will not retain your personal information for longer than is necessary for the purposes for which it was collected, unless retention is required or permitted by law or for professional regulatory purposes. Personal information that is no longer required will be securely deleted or de-identified.

## **13. Cookies and Website Usage**

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Our website may use cookies and similar tracking technologies to improve your browsing experience and to analyse website traffic. Cookies are small data files placed on your device. You may configure your browser to refuse cookies; however, this may affect the functionality of our website. We do not use cookies to collect sensitive personal information.

## **14. Privacy Officer**

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In accordance with the Privacy Act 2020, we have designated a Privacy Officer who is responsible for overseeing our compliance with our privacy obligations. If you have any questions or concerns regarding the handling of your personal information, you may contact our Privacy Officer using the contact details in Section 16 below.

## **15. Updates to This Privacy Policy**

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We reserve the right to amend this Privacy Policy from time to time to reflect changes to applicable law (including any future amendments to the Privacy Act 2020), our business practices, or the services we provide. We will post the updated Privacy Policy on our website and update the effective date accordingly. We encourage you to review this Privacy Policy periodically.



## 16. How to Make a Complaint

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If you wish to make a complaint about a breach of this Privacy Policy or any breach of applicable privacy laws, please contact us using the details below. We will acknowledge your complaint promptly and endeavour to resolve it within a reasonable timeframe. You will need to provide us with sufficient details regarding your complaint together with any supporting evidence.

You also have the right to complain to the Office of the Privacy Commissioner. For further information, visit

You also have the right to complain to the Office of the Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz) or by calling 0800 803 909.

## 17. How to Contact Us

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For any queries about this Privacy Policy, to access or correct your personal information, or to make a privacy complaint, please contact us at [admin@absolutevalue.co.nz](mailto:admin@absolutevalue.co.nz)