



**R J HILL LABORATORIES LIMITED**  
**(Trading as Hill Laboratories)**

**PRIVACY POLICY**

Thank you for visiting the R J Hill Laboratories Limited (“Hills”, “us”, “we” or “our”) website, downloading the application for use on any device, mobile or otherwise, that is compatible with that application (“device”), including associated software components, media, printed materials, and online or electronic documentation (“Hills App”), or interacting with us through e-mail correspondence.. We understand that protecting the privacy of visitors to our website and those interacting through the Hills App that provide personal information to us is very important.. We have therefore taken the necessary steps to meet New Zealand data privacy requirements under the Privacy Act 1993.

This privacy policy (“Policy”) applies to personal information collected from Hills online resources and communications (such as our website, the Hills App, e-mail and other online tools). This Policy does not apply to personal information collected from offline resources and communications, except in cases where such personal information is consolidated with personal information collected by Hills online. This Policy also does not apply to:

- (a) third-party online resources to which Hills’s website or the Hills App may provide a link to; or
- (b) where Hills does not control the content of that website or the Hills App; or
- (c) the privacy practices of such resources are outside of our control.

We only collect personal information about you if you choose to give it to us. We do not share any of your personal information with third parties for their own marketing use unless you explicitly give us permission to do so.

**1. INFORMATION WE COLLECT**

**1.1 Personal information**

You can visit our website without providing any personal information. We may collect your personal information (including your name, address, telephone number, e-mail address or other identifying information) only when you choose to submit that information to us by becoming a customer, whether when registering as a registered user of our website or through the Hills App, when placing an order, receiving results or corresponding with us.

**1.2 Aggregate information**

In some cases we remove personal identifiers from personal information you provide us and maintain the personal information in aggregate form. We may combine this personal information and data with other information to produce anonymous and aggregated statistical information (including the number of visitors to our website, originating domain name of the Internet Service Provider), which is helpful to us to improve our products and services.

**2. INFORMATION AUTOMATICALLY COLLECTED**

**2.1 Electronic Information**

We automatically receive certain types of information whenever you interact with us via our website, download the Hills App and in e-mail correspondence with you, including, for



example, web server logs, your Internet Protocol (IP) address, cookies and web beacons.

## 2.2 Web Server Logs/IP Addresses

Hills or one of its agents may collect IP addresses to conduct system administration and report aggregate information to our affiliates, business partners and/or other parties to conduct site analysis and website performance review.

## 2.3 Cookies

(a) Cookies allow us to store information on the server to help make the web and Hills App interactive experience better for you (for example, our server may set a cookie that keeps you from having to enter a password more than once during a visit to our website) and to conduct site analysis and website performance review. Cookies are small data files that are downloaded onto your computer or device when you visit a particular website. Most browsers are set up to accept cookies, although you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. Note, however, that some portions of our sites may not work properly if you refuse cookies.

(b) In all cases in which cookies are used, the cookie will not collect personal information except with your permission. Your web browser can be set to allow you to control whether you will accept cookies, reject cookies or to notify you each time a cookie is sent to your browser. If your browser is set to reject cookies, websites that are cookie-enabled will not recognise you when you return to that website, and some website functionality may be lost. The help section of your browser may tell you how to prevent your browser from accepting cookies.

## 3. YOUR OPTIONS

### 3.1 Options

You have several options regarding your use of our website and the Hills App. You could decide not to submit any personal information by not entering it into any forms or data fields on our website or any registration page. If you choose to submit personal information, you have the right to see and correct your personal information at any time. Certain sites may ask for your permission for certain uses of your information and you can agree to or decline those uses. If you opt-in for particular services or communications, such as a marketing email, e-newsletter, you will be able to unsubscribe at any time by following the instructions included in each communication.

### 3.2 Cookies

As described above, if you wish to prevent cookies from tracking you anonymously as you navigate our website, you can reset your browser to refuse all cookies or to indicate when a cookie is being sent.

## 4. SECURITY

We use technology and security precautions, rules and other procedures to protect your personal information from unauthorized access, improper use, disclosure, loss or destruction. We engage the services of a reputable third party service provider to provide industry standard firewalls and password protection to ensure the confidentiality of your personal information. It is, however, your personal responsibility to ensure that the computer or device you are using is adequately secured and protected against malicious software, such as trojans, computer viruses and worm programs. You are aware of the fact that without adequate security

measures (e.g. secure web browser configuration, up-to-date antivirus software, personal firewall software, no usage of software from dubious sources) there is a risk that the data and passwords you use to protect access to your data, could be disclosed to unauthorised third parties. We will not be responsible for any breach of security caused by third parties and do not represent that our website or the Hills App is completely secure.

## 5. USE OF DATA

### 5.1 Sharing of Data

Hills, including our subsidiaries, trading divisions and/or the companies we may engage to perform services on our behalf may use any personal information you choose to give us to comply with your requests. We will retain control of and responsibility for the use of this personal information. Some of this personal information may be stored or processed at computers located in other jurisdictions whose data protection laws may differ from the jurisdiction in which you live.

### 5.2 Improvements to our Services

The personal information, which is also used for different human resourcing purposes (performance management, succession decisions or development actions), will be helpful for us to better understand your needs and how we can improve our services. It helps us also to personalise certain communications with you about services and promotions that you might find interesting. For example, we may analyse the details relating to your most recent service and we may use that analysis of aggregate data internally or share it with others.

### 5.3 Sharing and Transfer

- (a) Hills may share personal information and data about you with various external companies or agents working on our behalf to help fulfil business transactions, such as providing customer services, sending marketing communications about our services and offers, and doing technological maintenance. We may also share personal information with our subsidiaries and affiliates. All these companies and agents are required to comply with the terms of our Policy.
- (b) We may also disclose personal information for these purposes:
  - (i) in connection with the sale, assignment or other transfer of the business of the website or the Hills App to which the information relates;
  - (ii) to respond to appropriate requests of legitimate government agencies or where required by applicable laws, court orders, or government regulations; or
  - (iii) where needed for corporate audits or to investigate or respond to a complaint or security threat.
- (c) We will not sell or otherwise transfer the personal information you provide to us via our website or the Hills App to any third parties for their own direct marketing use unless we provide clear notice to you and obtain your consent for your data to be shared in this manner.
- (d) If you would prefer not to receive promotional or other material from Hills, please let Hills know by sending an email to the contact details below and Hills will respect your request and immediately remove your email address from any mailing list upon your request.

5.4 **Person Information no longer required**

We will only keep your personal information for as long as it is required for the purposes of providing you the services via the website and the Hills App.

6. **LINKS**

Our website or the Hill's App may contain links to a number of other websites that may offer useful information to our visitors or registered users This Policy does not apply to those websites and we recommend communicating to them directly for information on their privacy policies.

7. **UPDATES**

From time to time, we may revise this online Policy. Any such changes to this Policy will be promptly communicated on this page. Continued use of our sites after receiving notice of a change in our Policy indicates your consent to the use of newly submitted information in accordance with the amended Hills Policy. The effective date of this Policy is 1 January 2017.

8. **CONTACTING US**

For questions, or if you wish to access or request correction of your personal information Hills or its affiliates holds about you, please contact Hills Privacy Officer at the following address:

Martin Brock – Marketing Manager  
Private Bag 3205, Hamilton 3240  
Phone: 07 858 2000  
Email: mail@hill-labs.co.nz