



262 Ohaupo Road, Te Awamutu  
Phone 07 870 2137 [www.rosetown.co.nz](http://www.rosetown.co.nz)

## Privacy Policy

Grinter & Waipa Ltd, trading as Rosetown Funerals, values your privacy and is dedicated to safeguarding the personal information we collect and receive. This Privacy Policy relates to Grinter & Waipa Limited (company number 5868161) and all of its related companies and entities.

This policy outlines our approach to how we collect and store data, who we disclose it to and how you can access and/or correct any information we hold about you. This policy is to ensure that we comply with the Privacy Act 2020 (Act) and does not limit or exclude any of your rights under the Act.

## Collection of Personal Information

In line with the Act, Rosetown Funerals is obligated to collect personal information. This collection is primarily directed or authorised by you. The information we hold may include:

- your name;
- your address, contact numbers, email addresses;
- payment information;
- credit and payment history;
- a record of any queries you have made or communications you have with us, including telephone calls made by or to us;
- information relating to the deceased and their death, this includes but is not limited to their name, age, gender, cause of death medical certificate, medical practitioner's certificate for cremation and any other information for Births, Deaths and Marriages; and
- any other information you authorise us to collect.

Any personal data input into our database is secure and will be used or disclosed solely for service provision, as permitted by you. In instances where personal information is withheld or disclosure is not authorised by you, it may impact our ability to deliver services at our standard level of excellence. Methods of collection include, but are not limited to, direct submission, conversations with you or your representatives, public sources, and legal requirements.

Upon collecting your personal information, we commit to:

- Clearly stating the purpose of collection
- Informing you about potential third-party disclosures
- Guiding you on how to access, correct your personal information, and how to file privacy complaints

Sensitive information will only be collected when it is crucial for our primary operations, and we ensure options for anonymous interactions where possible.

## Cookies and Analytics

Our website uses cookies to enhance user experience. You can customise your browser settings to decline cookies or to alert you when they are being used, however, this might affect the website's functionality. We also utilise Google Analytics for demographic and interest reporting, with further information available directly from Google. The information generated by these cookies (this includes your IP address) will be transmitted to and stored on the third-party companies servers, such as Google. These agencies may also transfer information gathered in this way to their agents of other entities as required by law.

By using any of our websites, you consent to the processing of data in the manner described above.



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### Use and Disclosure of Personal Information

The personal information we collect may be used to:

- Deliver our products and services
- Process payments;
- Inform you of updates or new offerings;
- Support our service providers in delivering services to you;
- Enhance and develop our product and service range;
- Maintain and update our operational infrastructure;
- Market additional products and services to you;
- To collect any outstanding debt from you in connection with the provision of our services;
- To train our staff and to monitor our systems; and
- Any other purpose you have consented to.

### Disclosure

Your information may be shared with:

- third-party organisations such as IT service providers, mailing houses, legal and financial advisors;
- regulatory bodies as required by law;
- to other service providers involved in the provision of our services including florists, caterers, websites for online publication and other publishers, city or regional councils, crematoria, celebrants and venue providers;
- to credit reporting agencies, including for the purposes of obtaining a credit report about you;
- to a debt collection agency; and
- to any other person or company that you have consented us to disclose to.

Generally, the third-party providers we use will only collect, use and disclose your information to the extent necessary required to perform the services they provide to us and you.

### Opting Out

You retain the right to opt-out of receiving communications from us at any point by contacting us via mail at 3 Hallys Lane, Cambridge 3434, email at [office@rosetown.co.nz](mailto:office@rosetown.co.nz), or telephone at +64 7 827 6037.

### Links

In the event that our website contains links to other websites, we provide these for your information and convenience. Those websites will have their own privacy policies, and we accept no responsibility for any linked websites.

### Unsolicited Information

Any unsolicited personal information received will be evaluated. If deemed not necessary for our service provision, it will be securely destroyed or de-identified.

### Quality and Security of Personal Information

We strive to ensure the personal information we manage is accurate, complete, and current. However, this is largely dependent on the information provided by you. We encourage timely updates to your personal information to help us maintain its accuracy. To safeguard your personal information, we take comprehensive measures against misuse, loss, and unauthorized access.

This privacy policy reflects our commitment to protect your personal information while providing you with the highest level of service. Your privacy is paramount to us at Rosetown Funerals. Let us know if there are any errors in your personal information so we can update your Profile



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### **Security of Personal Information**

We take reasonable steps to protect your personal information we hold from misuse, loss, unauthorised access, modification or disclosure. If you become aware of any security breach, please contact the Rosetown Funerals Office as soon as possible. We will take reasonable steps to destroy or permanently remove anything that could identify you from personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

### **Access to Personal Information**

You are able to access your personal information that we hold, except as provided for in the Act. To obtain access to your personal information please email [office@rosetown.co.nz](mailto:office@rosetown.co.nz) requesting your personal information and confirming your identity and we will provide it to you. We reserve the right to charge a reasonable fee for the provision of this information. If we refuse your request, or if we refuse to give you access in the manner you requested, Rosetown Funerals policy is to provide you with written confirmation of the reasons for our refusal and the available complaint process.

You can find out more information about your rights, including processes for making complaints regarding privacy matters, at the website for the Office of the Privacy Commissioner [www.privacy.org.nz](http://www.privacy.org.nz)

### **Changes to Policy**

Rosetown Funerals reserves the right to amend this Privacy Policy as required by a change to our practices or the law. If any changes are made, the updated Privacy Policy will be posted on our website as soon as is reasonably practical.

### **Complaints**

If you have a complaint about how Rosetown Funerals has collected, stored or used your personal information, please contact Rosetown Funerals office. We will endeavour to respond within five business days. If your complaint is unable to be resolved within five business days, Rosetown Funerals will advise you in writing including letting you know when we expect to provide our response. Please contact Rosetown Funerals if you have any queries about the personal information that Rosetown Funerals holds about you or the way we use or disclose that personal information. Our contact details are set out below.

Contact Us Phone: 07 870 2137  
Physical Address: 262 Ohaupo Road, Te Awamutu 3800  
Postal Address: 262 Ohaupo Road, Te Awamutu 3800  
Email Address: [office@rosetown.co.nz](mailto:office@rosetown.co.nz)  
Website Address: [www.rosetown.co.nz](http://www.rosetown.co.nz)