

Our approach to Privacy

Your privacy is important to us. This privacy policy sets out how we handle your privacy. By using our Services you consent to the practices set out in this policy.

What Information Do We Collect?

Information you give to us; we receive and store any information you give to us, such as when you:

- Upload images;
- Submit written reports;
- Interact with us on social media such as Facebook, Twitter and Instagram;
- Enter information on our Website;
- Subscribe to our newsletters or other information feeds;
- Request technical support, make a compliment or complaint, or otherwise contact us directly; or
- Give us your information in another way.

Information Collected Automatically

We receive and store certain types of information automatically when you interact with us, such as:

Information about the device you use to access our Services such as its model, operating system, screen resolution, web browser, IP address, Media Access Control (MAC) address, Advertising Identifier, language and other technical information such as cookies and randomly generated unique identifiers (i.e. Device ID). You can disable cookies through your web or phone browser settings but you may find that you are not able to enjoy all of the features of our Services if you do so;

Your location so we know what language to use and so that we can provide the relevant games/features/promotions/advertisements that are applicable to your location and;

Information from Third Parties;

Sometimes we collect information about you from third parties, such as Apple, Inc., Facebook, or Google, Inc. We collect this information so that we can deliver services to you that you have requested. We collect this information:

When you purchase our Services via the App Store, or Google Play Store, or other Storefront. We receive information about you such as the country you are in;

How Do We Use Your Information?

We use the information we collect about you:

- To deliver our Services to you;
- To personalize and continually improve your experience of our Services;
- To offer our Services to you and to tell you about new Service offerings, updates and other information about our Services that might be relevant to you;
- To perform our own analytics and to enable analytics provided by third parties. We use analytical information for supporting business analysis and operations, business intelligence, product development, improving products and services, personalizing content.
- We may use information held about you to verify your compliance with our Terms of Service.

When Do We Disclose Information?

We may disclose the personal information we hold about you in the following circumstances:

- If we are required or authorised to disclose by law or by a law enforcement agency;
- To our business partners in the course of providing our Services to you, or generally in the conduct of our business. This may include organizations that provide services to us, such as payment processors or hosting services. Please see below for more information about third party services; and
- To avoid, lessen or prevent a serious emergency or crime. If we use or disclose personal information about you in those circumstances we will make a written record of such use or disclosure.

Children's Privacy

We do not knowingly contact or collect information from children under 13 without the explicit permission of their parent/guardians. If you believe that we have inadvertently collected such information, please contact us so we can promptly obtain parental/guardian consent or delete the information.

Third Party Services

When you use our Services, you might also use third party services, such as Facebook, Twitter, Instagram, Game Center and Google Play Services. We do not control how they interact with you and you should ensure that you consent to the terms of use and privacy policies offered by the third party services before providing them with your information. You acknowledge that we are not liable when third party services use information you provide to them.

We encourage you to be careful about the protection of your own personal information when using third party services such as social media platforms.

Opting-out

Ways to opt-out of our Services:

- If we send you an email, there will be an unsubscribe link;
- If we post updates via Facebook you can 'unlike' our page and you will no longer get updates;
- If you receive one of our tweets you can stop following us on Twitter; or
- If we use another type of social media you can opt-out using that service.
- If you need help opting-out please contact us via our contact form.

Storage & Security

We store information on Web Servers hosted in Australia.

Security is important to us and we strive to protect both your information and our information in the best possible ways. But there are inherent risks in transmitting information over the Internet and it is possible that we could be hacked. You should feel comfortable with this level of risk before you

provide information to us, or use our Services. If you are not comfortable with this risk, please do not use our Services.

Access & Correction

You may request access to your personal information at any time by sending a written request to our Privacy Officer by mail at NZ RLIC Ltd, Private Bag 24-901 Wellington, 6142, New Zealand, Australia, or by email from our contact form.

If your information changes, let us know so that we can update our records. If you would like us to de-activate your records that we hold, please tell us. Once de-activated your data will not be accessible. However, due to system backups to various types of data storage media, your data may in some circumstances remain on these types of data storage media. There may be circumstances where we decline to de-activate your records.

Complaints

If you have any concerns or complaints about your privacy please contact us by:

Sending a written request to our Privacy Officer by mail at:

NZ RLIC Ltd, Private Bag 24-901 Wellington 6142, New Zealand

or

Email us from our contact form.

Our Privacy Officer will respond to your complaint within a reasonable time after we receive it, provided you supply return contact details. If you do not provide return contact details, we will be unable to respond to your complaint, although we will consider its content.

Updates to this Policy

We will update this Privacy Policy from time to time. These updates, will take effect from the date of issue on our website at www.oceansnap.co.nz. Please check back regularly for updates.

Addendum: Definitions

Disable - Remove and further restrict access provided by our Services by actioning the specific request.

"Us" – NZ Rock Lobster Industry Council Ltd. Its assignees, licensees, successors in title and subsidiaries.

Media Access Control (MAC) address - Is a unique identifier assigned to network interfaces for communications on the physical network layer.

Services - Services offered by us and includes our websites and related services.

Stop following - An action provided by Twitter and Facebook that allows a user to remove their name from a person's follower list. As a result, the user will not receive further communication or further tweets from the person they have stopped following.

Blocking - An action provided by Instagram that allows a user to remove their name from a person's follower list. As a result, the user will not receive further communication from the person they have blocked.

Terms of Service (TOS) - Rules and conduct standards that are defined that one must comply with to use the service.

Third party services - Services provided by a provider that is not owned or controlled by NZ RLIC Ltd.

Tweets - Text based comments provided by users on the Twitter platform

Unlike - By clicking 'unlike' on Facebook you are removing your connection with the business, brand or product's page that you had previously liked, you will no longer receive updates from that page and your name will be removed from their list of likes.