

At Hill Labs we know how important privacy is to our customers, suppliers and other people who interact with us.

This privacy policy explains how R J Hill Laboratories Limited (**'Hill Labs'**, **'us'**, **'we'**, **'our'**) collects, uses, manages and shares your personal information when using our services, visiting our websites, downloading applications for use on any device or other interactions with us.

## Information We Collect

We only collect information when you choose to submit that information to us by becoming a customer, when registering to use our websites or applications, placing an order, or otherwise corresponding with us.

Depending on your interactions and nature of testing requirements, we may need to collect the following types of personal information:

- Account information – Name, contact details (telephone number, email address, postal address, delivery address), employer and place of work. For medical testing, this may also include date of birth, a unique identifier such as an NHI number, and gender/sex.
- Financial information – payment information, details of transactions made with us, credit information where permission is granted.
- Usage and technical information – information about your visits to and use of our websites and applications including interactions and IP addresses to conduct system administration and report aggregate information for site analysis and website and app performance review.

We will only collect information essential to doing the job requested.

Information is collected directly from you, or in certain circumstances, from the person who is requesting the services on your behalf.

Our mobile applications may use GPS data to determine the time and location of sample collection. This data is used only to identify the location where the sample was collected, and when it was collected. Where relevant, you can elect to not provide the location information by denying access to GPS data on your device.

## Information We Generate

We may generate information about you when processing your test sample and preparing the results. These results will be held securely and privately in our systems.

## How We Use Your Information

The information we collect is used for the following purposes:

- To identify and authenticate you so you may securely use your account and related services.
- To allow you and/or your employer to interact with and use our apps and services.
- To communicate with you via email, mobile phone, or apps.
- To contact you to provide advice or information about the services.
- To understand your needs to deliver the right service to you.
- To administer and manage the services required.
- To help us improve our services.
- To market or promote our services, with your consent.
- To comply with and enforce applicable legal requirements, relevant standards and our policies, including this Privacy Policy.

## Disclosure of Information

Personal information will not be disclosed to a third party, other than the requester or purchaser of the test if not you (e.g., employer), and where relevant the Sampling Agent. The Sampling Agent includes consultants working on your behalf, or the person/organisation that took the sample and provided it to us.

Personal information may also be disclosed where Hill Labs is legally required to disclose the information including with government and law enforcement officials. For example, this may be reporting to Public Health Officers or other Government agencies if a test result shows a risk to the health and safety of the public and Hill Labs is legally required to report it.

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.

## Your Options

You can decide not to submit any personal information by not entering it into any forms or data fields on our website or applications, or by not submitting an order form to us. However, this may mean we cannot perform testing on your behalf.

You can visit our website without providing any personal information.

You can request for your information to be removed from our systems; however, this is only possible if there are no legal requirements to retain information.

## How We Protect Your Privacy and Keep Information Secure

We take your privacy seriously and know that this is essential for creating trust in our services. We take all reasonable steps to protect your information from loss, misuse, unauthorised access, modification or disclosure. This includes providing multiple layers of security: ensuring data is encrypted in transit, protecting our systems via firewalls and other security systems, and limiting access within our operations to the personal information of our customers.

Your personal information will be held and managed in accordance with the Privacy Act 2020 and the Health Information Privacy Code (where applicable for the services you are accessing).

In order to deliver our services, we use Amazon Web Services located in Australia.

Whilst we will take all reasonable efforts to ensure that your data is held securely, we are not responsible for any data breach caused by third parties. Nor do we assert that our website or applications are completely secure.

## How Do You Keep Your Own Account Safe?

It is your personal responsibility to ensure that the computer or device you are using is adequately secured and protected (e.g. up to date antivirus software, personal firewall software, secure web browser configuration). Do not share your account with other people. Keep any passwords safe and use a screen lock on devices.

If you believe your password may have been compromised then please change it. If you believe your account has been compromised, please call Hill Labs on 07 858 2812.

## Statistical Information

We may collect statistical information to help us improve the service and understand how it is being used. This includes the event type and session, timestamps and the type of device being used. This information is aggregated and doesn't identify you personally. The information is helpful to us to improve our products and services.

Information collected for statistical purposes will not be linked to the personal information you provide.

## How Long We Keep Your Information

We retain information only for as long as our accreditation requires us to do so. Some information is required to be kept for a minimum of 10 years after our last contact with you. We securely destroy information we no longer have a lawful purpose to use.

## Website and Apps

The Hill Labs websites and apps use cookies for the purpose of monitoring website usage.

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. In all cases in which cookies are used, the cookie will not collect personal information except with your permission.

## Where this policy does not apply

This policy does not apply to:

- Third party online resources to which a Hill Labs' website or app may provide a link to and where Hill Labs does not control the content of that website or app; or
- The privacy practices of such resources that are outside of our control.

We recommend communicating to them directly for information on their privacy policies.

## Accessing or Correcting Your Information

Hill Labs takes all reasonable steps to ensure that the information we collect, use and disclose is accurate, complete and up to date. To view any personal information held by Hill Labs about you (this may incur a charge), or if you have any concerns or questions about the personal information that we hold and wish to request a correction, please write to:

The Privacy Officer  
Hill Labs  
PO Box 3205  
Hamilton, 3240  
[mail@hill-labs.co.nz](mailto:mail@hill-labs.co.nz)

We may require proof of your identity before being able to provide you with any personal information.

When you contact us to provide assistance, your communications, including any information you provide regarding your identity and the service you're contacting us about, will be collected.

## Feedback or Concerns

If you have feedback about our service, a complaint or a privacy concern, please contact us by emailing [mail@hill-labs.co.nz](mailto:mail@hill-labs.co.nz).

If you are not satisfied with the response you receive from us about a privacy concern, you can contact the Office of the Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz).

## Updates to this Privacy Statement

This privacy statement may be updated from time to time to reflect changes in related laws or changes to our business operations. This statement was last updated in May 2023.

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