

Manheim Limited - Privacy Policy

Manheim Limited (**Manheim**) is committed to protecting the privacy of our customers' personal information and complying with the Information Privacy Principles pursuant to the Privacy Act 1993.

Personal information collected

We collect your personal information to operate our auction business, to provide you with the Online Sales System and to provide the products and services that you have requested. We collect your personal information when you register as a member, enter into a sales agreement, register as a bidder or buyer, bid online, send us an email or contact us via our website. The kind of information we may collect will depend on who you are and the nature of your interaction with us. It may include your full name, home or business address, email address, telephone number, facsimile number, photographic identification numbers and bank account details. If you do not provide us with all the information we request, we may not be able to deliver some or all of our products and services.

As Manheim deals with motor vehicles, it is required by law to accurately identify who is selling and purchasing vehicles. For this reason, when you intend to buy or sell a vehicle, we require and may verify information that identifies you, such as the information in your driver's licence or passport. If you provide us with another person's personal information, such as a prospective purchaser on whose behalf you are bidding, then it is your responsibility to ensure that the individual is aware of this privacy policy and/or the privacy clause in the Buyer Registration Card.

Use of personal information

We use your personal information for the purposes of operating our auction business and the Online Sales System and to perform the services or provide the products that you have requested. We may also use your personal information to respond to feedback and complaints, communicate with you, improve and develop new products and services. Unless you have opted-out, you consent to us using your personal information for direct marketing purposes in order to tell you about products, services, forthcoming auctions and offers that we think may be of interest to you. We may contact you by mail, telephone, email, SMS or facsimile to market our own products and services and those of third party suppliers of finance, warranties and insurance and other products or services which we think may be of interest. We will always give you the opportunity to opt out of receiving any future direct marketing correspondence. You may also opt out by following the procedure set out below.

Disclosure and sharing of personal information

If you successfully buy or sell goods through Manheim, we may disclose your personal information to the seller or buyer of those goods. Your information may also be disclosed to third parties for purposes associated with the completion of the transaction such as delivery of goods which you have acquired. We will not otherwise disclose any of your personal information outside Manheim and our related companies (some of which are located overseas), unless the disclosure is necessary for a product or service that you have requested, you have provided your consent, or the disclosure of your information is required or otherwise permitted by law.

Personal information security and quality

Manheim is committed to keeping secure the information you provide us and we will take all reasonable steps to protect your personally identifiable information from loss, misuse, unauthorised access and modification. We aim to ensure that your personal information is accurate, complete and up-to-date when we collect, use or disclose it. To assist us, please ensure that you provide us with your correct details, and let us know if you believe that any of the information we hold about you is inaccurate, incomplete or out-of-date, and we will take reasonable steps to correct the information. When information that we hold about you is no longer needed for any purpose for which it may be used or disclosed, we may take steps to destroy or permanently de-identify this information.

Information collected on this site

When you look at this website, our internet service provider makes a record of your visit. The following information is logged for statistical purposes:

- your server address
- your top level domain name (for example .com, .gov, .au, .nz, etc)
- the date and time of your visit to the site
- the pages you accessed and documents downloaded
- the previous site you have visited
- the type of browser you are using

Cookies

This website makes use of both session and persistent browser cookies so that we can provide you with a secure member's page and ensure that you have read our Visitor Agreement. Cookies also let us perform statistical analysis in order to improve the website. We do not analyse individuals' behaviour. Any information that we collect is subject to our Privacy Policy. If you do not wish to receive cookies you may set your browser to refuse cookies. However this will mean that you are unable to take full advantage of the website's features. For example you will not be able to purchase vehicles online without logging in to every individual page.

Access to personal information

You can request, and we will provide you access to, any personal information we hold about you (subject to any applicable legal exceptions). A fee may apply to such access. If we deny your request for access, we will let you know why. If any information we hold about you is incorrect, you can request that we correct it.

How to opt out of marketing communications

You may at any time decide to stop receiving future communications from us free of charge. To have your name removed from our distribution lists, you can:

- e-mail us at privacy@manheim.co.nz or
- write to us at the following address:

Manheim Limited

Attn: The Marketing Manager, PO Box 98876, Manukau 2241 New Zealand

Privacy complaints or concerns

If you have any concerns or wish to make a complaint about the way we handle your information or you believe we have breached this privacy policy or the Information Privacy Principles, you can contact us by.

- e-mail at privacy@manheim.co.nz; or
- post to the following address:

Manheim Limited

Attn: The Privacy Officer

PO Box 98876

Manukau 2241

New Zealand

Changes to this policy

This privacy policy is current at March 2014. We reserve the right to amend or update it at any time and any changes will take effect once they are included on this page.

For more information

You may also view our privacy policy document at our office. This document sets out our policies on the management of your personal information. If you have any questions, concerns or comments, please e-mail privacy@manheim.co.nz.

04/14.