



Privacy Policy

Campus@Waterview Limited ("CampusW" / "Waterview Apartments") is a private student accommodation village management company, registered in New Zealand under the Companies Act 1993. We thank you for using our website for enquiring about our student accommodation apartments, services and pastoral care. We understand that privacy is important to our users, and we are committed to protecting the privacy of our users' personal information. This privacy policy explains how we collect, use, and protect your personal information when you use our website.

What we collect

We may collect personal information that you provide to us when you:

- enquire via our website, email, phone or in person;
- apply for accommodation by using our Application Form, and/or
- enter a contract with us – License to Occupy contract

Such as your name, email address, phone number, and other contact information. We may also collect information about your accommodation preferences, and other information that is relevant for applying for student accommodation. We only collect personal information, by lawful and fair means, and only if such information is relevant to our business relationship with you.

How We Use Your Personal Information Collected

We use your personal information to provide you with our student accommodation services, our internal record keeping, to communicate with you with information you will require, and to share with relevant parties for your welfare. For example:

- Your name and contact details: To allow you to apply for accommodation, to allow us to communicate with you, and to enter a contract with you. We will also need to contact you with notices and information that may concern you living at our village.
- Your date of birth: To ensure you are over 18 years of age when you stay with us, and to help us decide what the best apartment for you will be.
- What university/educational facility you will attend, and which course and faculty you will be attending, while staying with us: To ensure you are a student, and to contact the University/Education facility if we need to, to ensure the best pastoral care for you.
- Your gender: To enable us to place you in the best room for you.
- Your residency status: For fraud prevention and detection, and confirmation of a valid visa if required.
- Car registration: If you intend to park in our carpark. So we can issue you with a parking permit, and ensure you are not towed away.
- Student ID: To confirm you are a student, as you need to be a student to stay with us.
- An Emergency contact's details: We hold this information so we can contact your support person in the event of an emergency.
- Guarantor's contact details: If you are under the age of 25, we request this. We shall contact the guarantor in the event of non-payment by the resident, to ensure that all debts are paid as per the contract with us.
- Your arrival and departure Information: For our internal record keeping and availability registers.
- Your payment, banking or credit card, information: For processing any refunds owed to you upon departure,
- Health information: This includes any physical or mental health issues, so we can provide you with the best pastoral care and additional support, when required in an emergency, or any other situation requiring assistance.
- CCTV footage: For you, our staff, visitors, property and the village's security and safety.
- Your welfare and behaviour history while staying with us. So we can provide you with the best pastoral care and support for you. This includes information about your wellbeing, whether we are, or someone

else is, concerned about you, and also your behaviour whilst residing in the village, any debts, incidents involving police.

- Third parties: In addition to the above, we may also share information with our debt collection agency, in order to recover any outstanding amounts owed to us, and Emergency services, where appropriate to ensure your wellbeing.

Who we may disclose your sensitive information to

- The tertiary institution you attend;
- Your parents, guardian(s) or nominated emergency contact.
- Our related employees, agents or contractors, or us, including body corporate members or Owner of the apartment. ie; to attend to maintenance to the buildings or village as required.
- Government or regulatory authorities (including law enforcement bodies, tribunals and courts), where required or permitted by law
- Any other person as permitted by law.
- We take all reasonable steps to ensure that these people/organisations are bound by confidentiality and privacy obligations with respect to the protection of your personal details and information.

Retention of Personal Information

We will only keep your information for as long as is necessary, including for the purposes of satisfying any legal, accounting or reporting requirements.

How We Protect Your Information

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. We use secure servers and encryption technologies to protect your information. However, no method of transmission over the internet or electronic storage is 100% secure. Therefore, we cannot guarantee the absolute security of your information.

Your Choices

You can choose to opt-out of receiving promotional emails and other marketing materials from us by following the instructions in the emails we send you. You can also update your personal information by contacting us directly.

Changes to this Policy

We may update this privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on our website. We encourage you to review this privacy policy periodically to stay informed about how we are protecting your personal information.

We may disclose your personal information if required by law or if we believe that such disclosure is necessary to protect our rights or the rights of others, to prevent fraud, or to respond to a government request.

Privacy on our website: Cookies

We do not collect or use cookies. We do not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we may think you will find interesting.

Contact Us

If you have any questions or concerns about this privacy policy, please contact us directly.

- Phone: 021 48 1510
- Email: barbara@campusw.co.nz
- Address: PO Box 44453, Pt Chevalier, Auckland 1246
- Physical: 1510 Great North Road, Waterview Auckland

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect. By engaging with us, it is your responsibility to ensure that the personal information provided to us is accurate, complete and up to date, and is not misleading.