

Privacy policy

INTRODUCTION

SyncHub Limited (**we, us, our**) complies with the New Zealand Privacy Act 2020 (the **NZ Privacy Act**) and the General Data Protection Regulation of the European Union (**GDPR**) and the equivalent laws of the United Kingdom (**UK GDPR**) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the NZ Privacy Act, the GDPR or the UK GDPR. If you wish to seek further information on the NZ Privacy Act, see www.privacy.org.nz.

CHANGES TO THIS POLICY

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that we upload the revised policy.

This policy was last updated on 20 Jul 2026.

WHEN DOES THIS PRIVACY POLICY APPLY

This privacy policy applies to personal information we collect from visitors to our website, our customers and other persons with whom we deal directly.

Users of the SyncHub platform (**SyncHub**) may collect personal information about individuals (e.g. their employees, customers, potential customers and suppliers) and upload, store or process that information to or in SyncHub (**Customer Data**).

For the purposes of the GDPR and the UK GDPR, our customers are the data controller when storing or otherwise processing Customer Data and we are the data processor, and for the purposes of the NZ Privacy Act, we are our customers' agent.

Our customers determine what and how they collect, use, disclose and transfer Customer Data. This means that our customers' collection and use of Customer Data is governed by their privacy policy and practices, not ours.

We only process Customer Data as authorised by our customers in our terms of use (available at www.synchub.io/terms) and/or other agreements with our customers that govern the processing of Customer Data (as applicable). Unless required otherwise under applicable law, if we receive any request or enquiry relating to Customer Data, we will forward this request to our relevant customer.

The remainder of this privacy policy does not apply to Customer Data.

CHILDREN

We do not intend to collect personal information from or about children aged under 16. If you have reason to believe that we have collected personal information from or about a child under the age of 16, please contact us at ops@synchub.io.

WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM

We collect personal information about you from:

- you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g. telephone call or email), or when you buy or use our services and products
- third parties where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

HOW WE USE YOUR PERSONAL INFORMATION

We will use your personal information:

- to verify your identity
- to provide services and products to you
- to market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose)
- to improve the services and products that we provide to you
- to undertake credit checks of you (if necessary)
- to bill you and to collect money that you owe us, including authorising and processing credit card transactions
- to respond to communications from you, including a complaint
- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or applicable law.

DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to:

- another company within our group
- any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website, SyncHub or other services and products
- a credit reference agency for the purpose of credit checking you
- other third parties (for anonymised statistical information)
- a person who can require us to supply your personal information (e.g. a regulatory authority)
- any other person authorised by applicable law (e.g. a law enforcement agency)
- any other person authorised by you.

A business that supports our services and products may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand.

We may transfer your information in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

INTERNATIONAL TRANSFERS OF PERSONAL INFORMATION

A business that supports our website, products and services may be located outside of New Zealand (the country where we are incorporated) and also outside of the country where you are located. This means that the personal information we collect may be transferred to, and stored in, a country outside of New Zealand and the country where you are located.

If you are in the European Union (**EU**), your personal information may be transferred outside of the European Economic Area (**EEA**). Under the GDPR, the transfer of personal information to a country outside the EEA may take place where the European Commission has decided that the country ensures an adequate level of protection. In the absence of an adequacy decision, we may transfer personal information if other appropriate safeguards are in place.

If you are in the United Kingdom (**UK**) your personal information may be transferred outside of the UK. Under the UK GDPR, the transfer of personal information to a country outside the UK may take place where that country has been granted adequacy status for the purposes of the UK GDPR. In the absence of an adequacy decision, we may transfer personal information if other appropriate safeguards are in place.

Where we transfer personal information outside the EEA or UK, it will only be transferred to countries that have been identified as providing adequate protection for EU/UK data, or to a third party where approved transfer mechanisms are in place to protect your personal information (e.g. by entering into Standard Contractual Clauses and/or the UK's International Data Transfer Agreement or International Data Transfer Addendum to the Standard Contractual Clauses). For further information, please contact us at ops@synchub.io.

Some of the personal information we collect is processed in New Zealand. New Zealand is recognised by the European Commission and the UK government as a country that has an adequate level of data protection and we rely on this decision in transferring personal information to New Zealand.

PROTECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. We implement appropriate technical and organisational measures to ensure a level of security appropriate to the risks inherent in processing personal information.

You play an important role in keeping your personal information secure by maintaining the confidentiality of any password and accounts used in relation to our products and services. You should not disclose your password to third parties. Please notify us immediately if there is any unauthorised use of your account or any other breach of security.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Subject to certain grounds for refusal under applicable law, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at ops@synchub.io. Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

Subject to applicable law, we may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

OTHER RIGHTS

In addition to the rights to access and correct your personal information, if you are in the EU or UK, you have the additional rights set out in the GDPR Additional Terms section of this privacy policy below.

INTERNET USE

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our website or from within SyncHub to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the website and SyncHub. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of the website or SyncHub. For further details, see the Cookie Policy attached to this privacy policy.

DATA RETENTION

We retain your personal information only for as long as we have a lawful purpose to use it. This includes the duration of your relationship with us and any subsequent period required by New Zealand law (such as for audit or tax purposes). When your personal information is no longer required for these purposes, we will securely delete or anonymise the information.

GDPR ADDITIONAL TERMS

LAWFUL BASIS FOR PROCESSING PERSONAL INFORMATION

Our lawful basis for processing (as that term is defined in the GDPR and UK GDPR) personal information that we collect, use and disclose depends on the personal information collected and the context in which we collect it.

Generally, we collect personal information from you where we have your consent, where processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract, or where processing is necessary for the purposes of our legitimate interests (except where such interests are overridden by your interests or fundamental rights and freedoms).

Where we process personal information based on your consent, you may withdraw your consent at any time.

Despite the above, we may process your personal information where such processing is necessary for compliance with applicable laws.

If you have any question about the legal basis on which we process personal information or need further information, please contact us at ops@synchub.io.

YOUR RIGHTS UNDER THE GDPR AND UK GDPR

If you are in the EU or the UK, your rights in relation to your personal information include:

- ▲ **right of access** - if you ask us, we will confirm whether we are processing your personal information and provide you with a copy of that personal information
- ▲ **right to rectification** - if the personal information we hold about you is inaccurate or incomplete, you have the right to have it rectified or completed. We will take reasonable steps to ensure inaccurate personal information is rectified. If we have shared your personal information with any third party, we will tell them about the rectification where possible
- ▲ **right to erasure** – when your personal information is no longer needed for the purposes for which you provided it, we will delete it. You may request that we delete your personal information and we will do so if deletion does not contravene any applicable law. If we have shared your personal data with any third party, we will take reasonable steps to inform those third parties that they must delete your personal information
- ▲ **right to withdraw consent** - if the basis of our processing of your personal information is consent, you can withdraw that consent at any time
- ▲ **right to restrict processing** - you may request that we restrict or block the processing of your personal information in certain circumstances. If we have shared your personal information with any third party, we will tell them about this request where possible
- ▲ **right to object to processing** - you may request that we stop processing your personal information at any time and we will do so to the extent required by the GDPR and/or UK GDPR (as applicable)
- ▲ **rights related to automated decision-making, including profiling** - you have the right to not be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you, except where such automated decision-making is necessary for entering into, or the performance of, a contract

with you, is authorised by applicable laws or is based on your explicit consent. We do not undertake automated individual decision-making

- ▲ **right to data portability** - you may obtain your personal information from us that you have consented to give us or that is necessary to perform a contract with you. We will provide this personal information in a commonly used, machine-readable and interoperable format to enable data portability to another data controller. Where technically feasible, and at your request, we will transmit your personal information directly to another data controller
- ▲ **the right to complain to a supervisory authority** - you can report any concern you have about our privacy practices to your local data protection authority.

Where personal information is processed for the purposes of direct marketing, you have the right to object to such processing, including profiling related to direct marketing.

If you would like to exercise any of your above rights, please contact us at ops@synchub.io. If you are not satisfied by the way we deal with your query, you may refer your query to your local data protection authority.

COOKIE POLICY

INTRODUCTION

We use cookies on our website and in SyncHub, and receive information collected through cookies. This cookie policy explains how we use cookies and how you can opt out of cookies.

We use the term *cookies* in this cookie policy to mean cookies or similar technologies such as web beacons, clear GIFs, and pixel tags.

WHAT ARE COOKIES

Cookies are text files containing small amounts of information which are downloaded to your browsing device, e.g. a computer or smartphone, when you visit a website. Cookies can be recognised by the website that downloaded them, or by other websites that use the same cookies. This helps a website know if the browsing device has visited that or other websites before.

Cookies can be used to collect information relating to your use of a website or your device, let you navigate between pages effectively, help to remember your preferences and generally improve your browsing experience.

Cookies can be *session* or *persistent* cookies. *Session* cookies are temporary and only stay on your browser until you stop browsing. *Persistent* cookies stay on your device until they expire or are deleted.

The cookies used on our website or within SyncHub may be first party cookies (i.e. set by us) or third party cookies (i.e. cookies set on our website or within SyncHub by a person other than us). The third party companies that place cookies on our website or within SyncHub will have their own privacy policies.

WHAT TYPES OF COOKIES DO WE USE

The types of cookies used by us, and most websites, can generally be categorised as follows.

Strictly necessary cookies

These cookies are essential for the full functionality of our website and SyncHub. They enable you to navigate around our website and SyncHub and use their features e.g. accessing secure areas and enabling services that you have asked to receive. If you opt out of these cookies, you may not be able to access all the functions of our website or SyncHub.

These cookies do not track where else you have been on the internet and do not remember your preferences beyond your current visit. These cookies are generally first party session cookies which will expire when you close your browsing session. These cookies do not collect information that could be used for marketing purposes.

Functionality cookies

These cookies allow a website to remember choices you make and provide enhanced, more personal features, e.g. these cookies allow us to remember the settings you have applied to the website (such as font size, preferences or colours), identify whether you are a returning website visitor or SyncHub user and present you with a personalised version of the website or SyncHub, or eliminate the need for you to re-enter your login details. The information these cookies collect is generally anonymous and

they do not track your browsing activity on other websites. These cookies may be first or third party, session or persistent cookies.

Performance cookies

These cookies collect information about how you use a website, e.g. which pages are the most visited and if you receive any error message from any page. This information helps us improve the way our website and SyncHub work and helps us manage the performance and design of the website and SyncHub. These cookies do not gather information that identifies you. All of the information these cookies collect is aggregated and anonymous. These cookies may be first or third party, session or persistent cookies.

GOOGLE COOKIES

We use Google Analytics to collect information about visitors to our website and users of SyncHub. Google Analytics collects information related to your device, browser, IP address, network location, and website and application activities to measure and report statistics about your interactions on our website and SyncHub. We use this information to help us manage the performance and design of our website and SyncHub and to improve our website and SyncHub.

For further information on how Google uses your personal information when you use our website or SyncHub and how to opt out of Google's use of cookies, see [here](#) and [here](#). In addition to the process described in this link, you can opt out using the process described below.

HOW TO CONTROL OR OPT OUT OF COOKIES

You can control and/or delete cookies as you wish. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. However, if you do this, you may have to manually adjust some preferences every time you visit our website or attempt to use SyncHub, you may not be able to access certain parts of our website or SyncHub, and some functionalities may not work.

You can find out more information about how to change your browser cookie settings at www.aboutcookies.org.uk.

To learn more about how to control cookie settings through your browser:

- ▲ click [here](#) to learn more about *Incognito* and [here](#) to learn more about managing cookie settings in Chrome
- ▲ click [here](#) to learn more about the *Private Browsing* setting and managing cookie settings in Firefox
- ▲ click [here](#) to learn more about managing cookie settings in Microsoft Edge
- ▲ click [here](#) to learn more about *Private Browsing* and [here](#) to learn more about managing cookie settings in Safari.

THIRD PARTY WEBSITE COOKIES

If you follow a link on our website or from within SyncHub to another website, the owner of that website will have its own cookies. We suggest you review that website's cookie policy before you visit that website.