



OutdoorHQ

Privacy Policy

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Please read our privacy policy carefully to understand how OutdoorHQ collects, uses, protects, or otherwise handles your Personally Identifiable Information in accordance with our website.

Privacy Act 2020 NZ

The Privacy Act 2020 provides clear guidelines for businesses and users regarding the collection, use, and storage of personal information. Understanding and implementing the Privacy Act 2020 is crucial to comply with privacy laws that protect personal information.

Protecting the privacy of our members is of utmost importance to us at OutdoorHQ. With this in mind, OutdoorHQ has established the following protocols and security processes to comply with the Privacy Act 2020 NZ and ensure the safety of our members' personal information.

Privacy Act 2020 NZ: <https://privacy.org.nz/privacy-act-2020/privacy-act-2020/>

What personal information do we collect from the people who visit our website?

When registering or ordering on our site, you may be asked to enter your name, email address, physical address, phone number, firearms license, or other details to enhance your experience.

When do we collect information?

We collect information from you when you register on our site, subscribe to a newsletter, fill out a form, open a support ticket, provide feedback on our services or products, or interact with our website in other ways.

How do we use your information?

We may use the information we collect from you in the following ways:

- Personalise the user's experience and deliver content and product offerings that align with their interests.
- Improve our website to better serve you.
- Respond to your customer service requests more effectively.
- Administer contests, promotions, surveys, or other site features.
- Process transactions quickly and efficiently.
- Request ratings and reviews of services or products.
- Follow up with you after correspondence (via email or phone enquiries).

How do we protect visitor information?

OutdoorHQ prioritises the security of your personal information and implements various measures to ensure its safety:

- Regular scanning of our website for security holes and vulnerabilities.
- Implementation of regular malware scanning.
- Storage of your personal information behind secured networks with limited access granted to authorised individuals who are required to maintain confidentiality.
- Encryption of sensitive/credit information using Secure Socket Layer (SSL) technology.
- Utilisation of a variety of security measures to protect your personal information when it is entered, submitted, or accessed.
- All information from our site and platforms is stored in secure databases hosted on Amazon Web Services.
- All transactions are processed through a gateway provider and are not stored or processed on our servers.

Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (with your permission) to enable the site's or service provider's systems to recognise your browser and capture certain information. Cookies help us remember and process items in your shopping cart, understand your preferences, and gather aggregate data about site traffic and interaction to improve future experiences and provide better services.

We use cookies to:

- Understand and save user preferences for future visits.
- Keep track of advertisements.

You can choose to have your computer notify you each time a cookie is being sent, or you can choose to disable all cookies through your browser settings. However, disabling cookies may result in some features of our website not functioning properly.

Third-party disclosure

We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties.

Third-party links

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Google

OutdoorHQ utilizes Google AdSense Advertising on our website. Google, as a third-party vendor, uses cookies to serve ads on our site based on users' previous visits to our site and other sites on the Internet. Users may opt-out of the use of the DART cookie by visiting the Google Ad and Content Network privacy policy. We have implemented features such as remarketing with Google AdSense and demographics and interests reporting.

Opting out

Users can set preferences for how Google advertises to them using the Google Ad Settings page. Alternatively, users can opt-out by visiting the Network Advertising Initiative opt-out page.

Notification of privacy policy changes

Users will be notified of any privacy policy changes on our Privacy Policy page. Accessing and modifying personal information You can change your personal information by emailing us or calling us.

Does our site allow third-party behavioural tracking?

OutdoorHQ does not allow third-party behavioural tracking.

Data Breach - Our Responsibilities

In the event of a data breach, OutdoorHQ will take the following responsive actions:

- Notify affected users via email as soon as reasonably practicable.
- Provide public notice of the privacy breach according to section 115 of the Privacy Act 2020 if it is not reasonably practicable to notify affected individuals.
- Notify the Privacy Commissioner NZ in response to a serious privacy breach.



Unsolicited Electronic Messages Act 2007

OutdoorHQ complies with the Unsolicited Electronic Messages Act 2007, which sets rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped, and imposes penalties for violations.

We collect your email address to:

- Send information, respond to inquiries, and/or other requests or questions.
- Process orders and send information and updates related to your orders.
- Send you additional information related to your product and/or service.
- Market to our mailing list or continue sending emails after the original transaction has occurred.

To comply with the Unsolicited Electronic Messages Act 2007, OutdoorHQ agrees to:

- Not use false or misleading subjects or email addresses.
- Identify messages as advertisements in a reasonable way.
- Include the physical address of our business or site headquarters.
- Monitor third-party email marketing services for compliance if used.
- Honour opt-out/unsubscribe requests promptly.
- Allow users to unsubscribe by using the link at the bottom of each email.

If you wish to unsubscribe from receiving future emails, please email us at support@outdoorhq.com or use the unsubscribe link provided at the bottom of each email.

Contacting Us

If you have any questions regarding this privacy policy, you may contact us using the information below.

OutdoorHQ

support@outdoorhq.com

[0800 486 847](tel:0800486847)