

Privacy Policy for West Tech Services

Effective Date: 19th May 2025

1. Our Commitment to Your Privacy

West Tech Services is committed to protecting the privacy of its clients' personal information. This Privacy Policy outlines how personal information is collected, used, disclosed, stored, and protected in connection with the services provided by West Tech Services. Ngakora Beal, operating as West Tech Services, is the sole trader responsible for ensuring compliance with this policy and the applicable privacy laws of New Zealand.

This policy is designed to be clear and easy to understand, ensuring clients are fully informed about their privacy rights and how their information is handled. All personal information management practices are intended to comply with the requirements of the New Zealand Privacy Act 2020 and its Information Privacy Principles (IPPs).¹ This commitment reflects the importance placed on transparency and accountability in handling client data.³ To ensure accountability, Ngakora Beal acts as the designated Privacy Officer for West Tech Services, responsible for addressing any privacy-related inquiries or concerns.³

2. Who We Are

West Tech Services is a technology services business operating as a sole trader under Ngakora Beal. Based in the Grey District, New Zealand, the business provides a range of technology solutions primarily to residential clients. Services include on-site technology setups and installations (such as security cameras, Wi-Fi networks, TV mounting, Starlink satellite internet), device and PC services (including phone repairs, custom PC builds, data transfers, software troubleshooting), and general technology support and training.

Services are delivered either at the client's premises or from a home workshop. The business website, located at <https://westtechservices.com/>, serves as the primary online presence and platform for service bookings, contact inquiries, and gathering client feedback. Understanding the nature of the business – a sole trader providing specific tech services mainly in clients' homes – helps clarify why certain types of personal information are necessary for service delivery.⁴

3. What Personal Information Is Collected and Why

West Tech Services collects personal information only for lawful purposes directly related to its functions and activities, such as providing requested technology services and managing the business operations.⁴ The collection is limited to information that is necessary for these purposes, adhering to the principle of data minimisation.³ This ensures that only relevant information required to effectively deliver services and meet legal obligations is gathered.

3.1. Information Provided Directly by Clients

Personal information is primarily collected directly from clients.¹ This occurs through various channels:

- **Via Website Forms (Booking, Contact, Feedback/Complaints):** When clients use the online forms on the West Tech Services website (<https://westtechservices.com/>), certain information is requested to process the submission effectively. These forms are processed using the third-party service Formspree.io.⁵ The information collected typically includes:
 - Full Name
 - Email Address
 - Phone Number
 - Physical Address (essential for on-site services or calculating travel)
 - Details of Services Requested
 - Preferred Booking Date/Time
 - Additional Notes or Instructions relevant to the service
 - Referral Source (optional, helps understand how clients find the service)
 - Type of Submission (e.g., feedback, complaint, testimonial)
 - The content of the message itself.
- **Verbally or During Service Provision:** During communication (phone calls, emails) or while delivering services on-site or at the workshop, additional information may be required to complete the task. This can include:
 - Wi-Fi network passwords (for network setup or troubleshooting).
 - Device account credentials (e.g., login details for email accounts, software licenses, operating systems, or cloud services needed for setup, configuration, or troubleshooting).
 - Any other information pertinent to diagnosing or resolving a technical issue or completing an installation.

Handling sensitive information like account credentials requires particular care. Such information is requested only when strictly necessary to perform the agreed-upon service. It is used solely for the specific task at hand, treated with the utmost confidentiality, and is not retained long-term unless essential for ongoing service

management and explicitly agreed upon with the client. This limited use adheres to the purpose limitation principles of privacy law.⁴

3.2. Information Collected Automatically (Website:

<https://westtechservices.com/>)

When individuals visit the West Tech Services website, some information may be collected automatically through standard web technologies:

- **Cookies:** The website may use cookies, which are small text files stored on the user's device. Cookies can help enhance the user experience by remembering preferences, enabling certain site functionalities, or assisting with site navigation.⁷ Users can manage or disable cookies through their web browser settings; however, doing so may affect the functionality of certain parts of the website. Clients are advised to consult their browser's help documentation for instructions on managing cookies.
- **Google Analytics (Future Use):** West Tech Services plans to use Google Analytics in the future to understand how visitors interact with the website. This service collects information such as IP addresses (often anonymized or truncated), browser type, operating system, pages visited, time spent on pages, and referral sources.⁷ This data is collected for the lawful purpose of improving the website design, content, and overall service offerings.⁴ The information is typically aggregated and analyzed in a way that does not directly identify individuals. Google's handling of this data is governed by its own privacy policy, which users are encouraged to review.⁸ This advance notice ensures transparency about planned website enhancements and associated data collection.
- **Embedded Maps (Future Use for Booking):** If the website incorporates embedded maps (e.g., Google Maps) in the future, perhaps to assist clients in providing location details or for calculating travel times/costs during the booking process, the map provider may collect data. This collection would be subject to the map provider's own privacy policy (e.g., Google Maps Platform Terms of Service and the Google Privacy Policy).⁸ Users would be advised to review the relevant provider's policy if this feature is implemented.
- **Other Technologies:** Currently, West Tech Services is not aware of any other tracking technologies being actively used on the website. Should this change, this policy will be updated accordingly.

Summary Table of Personal Information Collection

To provide a clear overview, the following table summarizes the main types of

personal information collected by West Tech Services:

Information Type	How It Is Collected	Why It Is Collected (Primary Purpose)	Key Third Parties Involved (if any)
Contact Details	Website Forms, Verbally, Email	Communication, Service Delivery, Booking Management, Invoicing	Formspree.io, Google (Email/Storage)
Service Request Details	Website Forms, Verbally, Email	Understanding requirements, Providing accurate quotes, Delivering the requested service	Formspree.io, Google (Storage)
Credentials (Temporary)	Verbally, During Service Provision	Accessing devices/accounts as necessary to perform installations, repairs, or troubleshooting	None (Handled directly by Ngakora Beal)
Feedback/Complaint Details	Website Forms, Email	Responding to submissions, Improving services	Formspree.io, Google (Email/Storage)
Website Usage Data (Future Plan)	Automatically via Cookies, Google Analytics	Analysing website traffic, Improving website usability and service offerings	Google (Analytics)
Payment Information (Future Plan)	Via chosen Payment Processor (e.g., Afterpay, Google Pay)	Processing payments for services rendered	Future Payment Processors (e.g., Afterpay ⁹ , Google Pay ¹⁰)

This table serves as a quick reference, illustrating the commitment to collecting only necessary information for specific, legitimate purposes.⁴

4. How Your Personal Information Is Used

Personal information collected by West Tech Services is used strictly for purposes related to providing technology services and managing the business. These purposes are directly linked to the reasons the information was collected initially, aligning with the principle of purpose limitation.⁴ Specific uses include:

- **Service Provision:** To perform, manage, and deliver the technology services requested by the client, such as installations, repairs, troubleshooting, data transfers, and training.
- **Booking and Scheduling:** To manage client bookings, schedule appointments, coordinate on-site visits, and, if applicable, calculate travel requirements.
- **Communication:** To communicate effectively with clients regarding their service requests, appointment details, follow-up support, and to respond promptly to inquiries submitted via phone, email, or website forms.
- **Payment Processing:** To facilitate payment for services rendered. This may involve sharing necessary details with chosen third-party payment processors (like Afterpay or Google Pay) if the client elects to use such a service in the future.⁹
- **Feedback Management:** To receive, acknowledge, and respond to client feedback, complaints, or testimonials, using this input to improve service quality.
- **Business Administration:** For essential internal record keeping, including maintaining client service histories, generating invoices, managing accounts, and fulfilling tax obligations. Tools like Google Business Profile may be used for customer information management.⁸
- **Service Improvement:** To analyze aggregated website usage data (via future Google Analytics) and client feedback to identify areas for improvement in website functionality, service offerings, and overall customer experience.⁸
- **Legal Compliance:** To comply with any applicable legal, regulatory, or contractual obligations.

Explicit Non-Use: West Tech Services explicitly states that client personal information is **not** sold or rented to third parties. Furthermore, it is **not** used for sending unsolicited marketing emails or newsletters. This clear boundary reinforces the commitment to using information only for the purposes for which it was collected.⁶

5. Sharing Your Personal Information

West Tech Services does not sell or rent client personal information. Information is shared with third parties only in limited circumstances, primarily with trusted service providers who assist in operating the business and delivering services, or when legally required. Any sharing is done in accordance with the Privacy Act 2020.⁴

- **Sharing with Service Providers:** Information may be shared with the following types of third-party service providers, solely to the extent necessary for them to perform their designated functions on behalf of West Tech Services:
 - **Formspree.io:** Processes information submitted through the website's contact, booking, and feedback forms. Formspree is used to reliably deliver these submissions to West Tech Services. Clients can review Formspree's approach to privacy and security.⁵
 - **Google (Google Workspace/Cloud/Business Profile):** Utilized for core business functions including email communications, secure cloud storage of business documents and client records (such as contact details and service history), and potentially for customer relationship management via Google Business tools. Google operates under its own comprehensive privacy policy.⁷
 - **Google Analytics (Future Use):** If implemented, website usage data will be shared with Google for analysis and reporting purposes, governed by Google's Privacy Policy.⁸
 - **Embedded Map Providers (Future Use - e.g., Google Maps):** If embedded maps are used for booking or location services, necessary data (like address for routing or service area checks) may be shared with the provider (e.g., Google), subject to their terms and privacy policy.⁸
 - **Payment Processors (Future Use - e.g., Afterpay, Google Pay):** Should West Tech Services offer payment through third-party processors, client information necessary to complete the transaction (such as name, order details, and potentially address) will be shared with the specific processor *chosen by the client* at the time of payment. The handling of payment credentials and transaction data will be governed by the chosen provider's privacy policy (e.g., Afterpay ⁹, Google Payments ¹⁰). This sharing only occurs based on the client's explicit action of selecting that payment method.
- **Disclosure Outside New Zealand:** Some of these third-party service providers (notably Google and Formspree via its hosting provider AWS) operate globally, meaning that personal information may be transferred, stored, or processed outside of New Zealand.⁶ West Tech Services relies on the robust security measures and privacy commitments of these providers, which are expected to offer protection comparable to New Zealand's standards, to safeguard the information during such transfers.⁴
- **Legal Requirements:** Personal information may be disclosed if required to do so by New Zealand law, such as in response to a court order, subpoena, or a lawful request from a government or regulatory authority.³ Disclosure may also occur if deemed reasonably necessary to protect the rights, property, or safety of West Tech Services, Ngakora Beal, its clients, or the public (e.g., reporting a serious

safety hazard encountered during a service call).

West Tech Services advises clients to review the privacy policies of these third-party providers to understand their data handling practices.

6. Data Storage, Security, and Access

West Tech Services takes the security of client personal information seriously and implements reasonable measures to protect it.⁴

- **Storage Location:** Client personal information is primarily stored digitally using Google's secure cloud services (such as Google Drive and other tools accessed via Google Workspace/Google Business Profile).⁸ Physical records containing personal information are minimal and kept securely if necessary.
- **Security Measures:** Reasonable administrative, technical, and physical security safeguards are employed to protect personal information against loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction.³ These measures include:
 - Using strong, unique passwords for accounts and devices.
 - Implementing multi-factor authentication where available.
 - Maintaining access controls on the computer and mobile devices used by Ngakora Beal for business purposes.
 - Securely handling any sensitive information (like credentials) obtained during service provision and ensuring it is not stored unnecessarily.
 - Relying on the robust security infrastructure provided by Google Cloud services.⁸
 - Adhering to secure record-keeping practices, consistent with general obligations for businesses handling client data, including those implied for licensed activities.¹³
- **Security Limitations:** While West Tech Services takes appropriate steps to secure information, it must be acknowledged that no method of electronic transmission or storage is entirely infallible. Therefore, absolute security cannot be guaranteed. However, all reasonable efforts are made to protect client data.³ In the event of a privacy breach that is likely to cause serious harm, West Tech Services will comply with its notification obligations under the Privacy Act 2020, informing affected individuals and the Office of the Privacy Commissioner.³
- **Access Control:** Access to personal information held by West Tech Services is strictly limited to Ngakora Beal, as the sole operator. The only exceptions are the necessary access granted to third-party service providers (as detailed in Section 5) to enable them to perform their contracted functions.⁶

7. Data Retention

West Tech Services retains personal information only for as long as it is necessary to fulfill the purposes for which it was collected, or as required by law.⁴

- **Retention Principle:** The guiding principle is that information is not kept for longer than needed.² The retention period depends on the nature of the information and the purpose for its collection.
- **Retention Period:** Information related to client services, bookings, communications, and transactions (including invoices) is typically retained for a period necessary to manage the client relationship, provide ongoing support if needed, and meet legal and financial record-keeping obligations. In New Zealand, business records relevant to taxation must generally be kept for 7 years; this requirement influences the retention period for related client information. Information collected for very specific, short-term purposes (e.g., temporary access credentials for a one-off troubleshooting session) is not retained beyond the completion of that task.
- **Disposal:** Once personal information is no longer required for its collected purpose and there is no legal obligation to retain it, West Tech Services will take reasonable steps to securely delete or permanently anonymize the information.

This approach ensures compliance with the requirement to limit data retention while meeting necessary business and legal obligations.⁴

8. Your Privacy Rights

Under the New Zealand Privacy Act 2020, individuals have specific rights regarding their personal information held by organisations like West Tech Services.¹ West Tech Services is committed to upholding these rights.

- **Right to Access (IPP 6):** Clients have the right to request confirmation as to whether West Tech Services holds personal information about them, and to request access to that information.³
- **Right to Correction (IPP 7):** If a client believes any personal information held by West Tech Services is inaccurate or incomplete, they have the right to request its correction.¹ West Tech Services will take reasonable steps to verify the information and make appropriate corrections if necessary.
- **Right to Request Deletion:** Clients may request the deletion of their personal information. This right is subject to certain limitations, particularly where West Tech Services has a legal obligation to retain the information (e.g., for tax records) or where it is needed for ongoing legitimate business purposes as outlined in this

policy.⁴

- **How to Exercise Rights:** To make an access, correction, or deletion request, or to raise any other privacy concerns, clients should contact Ngakora Beal using the contact details provided in Section 13 of this policy. West Tech Services will respond to requests as soon as reasonably practicable, and generally within the 20 working day timeframe stipulated by the Privacy Act 2020.
- **Potential Refusal:** In certain limited circumstances, the Privacy Act 2020 permits refusal of an access request (e.g., if granting access would unjustifiably disclose information about another individual, prejudice legal proceedings, or endanger someone's safety).³ If a request is refused, West Tech Services will provide the reasons for the refusal, unless there is a valid reason for not doing so.

Making it straightforward for clients to exercise these rights is a key part of West Tech Services' commitment to privacy.

9. Children's Privacy

West Tech Services' services are generally intended for adult clients. The business does not knowingly collect personal information directly from children under the age of 16 without obtaining verifiable consent from a parent or legal guardian.

In situations where a service involves a device or account primarily used by a child (e.g., setting up parental controls on a family computer, repairing a tablet used by a child), any collection or handling of information related to that child's usage or account will only occur with the explicit prior consent of the child's parent or guardian. This approach reflects the need for particular care when handling information relating to minors, consistent with principles of fair collection.⁴

10. Links to Other Websites

The West Tech Services website (<https://westtechservices.com/>) may contain links to external websites, such as those of third-party service providers (e.g., Google, Formspreet) or potentially future social media profiles.

Clients should be aware that West Tech Services is not responsible for the privacy practices or the content of these other websites.⁷ Clicking on an external link will take the user away from the West Tech Services site. It is recommended that users read the privacy policies of any third-party website they visit to understand how their information may be collected and used.

11. Handling Your Information During Service (Incidental Access)

West Tech Services understands that clients may have concerns about privacy when a technician needs to access their devices. During the course of providing technical support, repairs, or installations, it is possible that Ngakora Beal may incidentally see personal files, photos, emails, or other data on a client's device that are not directly related to the service being performed.

West Tech Services provides the following assurances regarding such incidental access:

- **Limited Access:** Access to a client's device and data is strictly limited to what is reasonably necessary to diagnose the technical problem or perform the agreed-upon service.
- **Confidentiality:** Any personal information or files incidentally observed during the service process are treated with strict confidentiality. This information will not be intentionally accessed, read, copied, stored, disclosed, or used for any purpose unrelated to the technical service being provided.

Addressing this possibility proactively aims to build trust and reassure clients that their personal information unrelated to the service request will be respected and kept confidential, aligning with principles of fair and secure handling.⁴

12. Changes to This Privacy Policy

West Tech Services reserves the right to update this Privacy Policy from time to time. This may be necessary to reflect changes in business practices, service offerings, technology use, or legal and regulatory requirements (such as updates to the Privacy Act).⁷

- **Notification of Changes:** Any updates to this policy will be posted on the West Tech Services website at <https://westtechservices.com/privacy-policy>. The "Effective Date" at the top of the policy will be revised to indicate the date of the latest update.
- **Review Encouragement:** Clients are encouraged to review this Privacy Policy periodically to stay informed about how their personal information is being protected.
- **Acceptance:** Continued use of the West Tech Services website or engagement of its services after changes have been posted will constitute acceptance of the revised Privacy Policy.

This process ensures the policy remains current and provides transparency about any

modifications.

13. Contact Us

For any questions or concerns about this Privacy Policy, or to exercise privacy rights (such as accessing or correcting personal information), please contact the designated Privacy Officer for West Tech Services:

- **Name:** Ngakora Beal
- **Business:** West Tech Services
- **Email:** info@westtechservices.com
- **Phone:** 022 173 0443
- **Location:** Grey District, New Zealand

Providing clear and accessible contact information ensures clients can easily reach out with privacy-related matters, facilitating the exercise of their rights under the Privacy Act 2020.