



LJ Hooker Wanaka Privacy Policy 2026

Lakes Realty Ltd (Company, we, us or our) is committed to protecting your (you) privacy, and personal information. This privacy policy will help you understand what information we collect, how and why we collect that information, when we might disclose that information to third parties, how that information is stored, and how you can access and correct that information. This privacy policy does not limit or exclude any rights that you have or may have under the Privacy Act 2020 (Privacy Act).

By using the property services (Property Services) offered by the Company, our website <https://www.ljhooker.co.nz/> (Website), engaging in our activities or otherwise provide us with your personal information, you consent to the collection, use, disclosure, storage, and processing of your personal information in accordance with this privacy policy.

What Personal Information We Collect

Personal information is information about an identifiable individual.

The type of personal information we will collect about you will depend on the service we provide to you, and the circumstances under which we collect the personal information. It may include:

Contact information: your name, phone number, email address, postal address, physical address

Documents that verify your identity and other personal details: such as

your passport or drivers' licence number

Subscriptions/preferences: when you subscribe to receive our newsletter or updates, as well as content preferences to help us identify which material you want to receive

Billing or purchase information

Technical information: information about the device used to access the website or other social media sites, such as IP address, browser type, time zone settings and mobile network information.

How We Collect Personal Information

We may collect personal information about you:

- directly from you;
- from third parties; and/or
- from publicly available sources

Directly from you

We collect personal information directly from you when you:

- meet with one of our agents or visit a LJ Hooker office;
- over the telephone or a video call (such as over Microsoft Teams, Zoom or Skype) e.g. when you contact our staff;
- visit our Website; When you use our Website, we may use aggregated, anonymous analytic tracking via a third party to gather information about the way the Website is used. In some cases we may also collect your personal information through the use of cookies. We use cookies to measure traffic patterns, to determine which areas of our Website have been visited and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve our online services. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the Website, track users' movements, and gather broad demographic information.
- enquire about a property or our services including at open homes, use our LJ Hooker Wanaka or Lake McKay website or enquire about a property we have listed;

- enter promotions or competitions, conducted by us, interact with our advertisements or participate in a survey or other market research activities;
- contact us with an enquiry or complaint in relation to our services;
- enquire about recruitment as an agent, employee and for contracting purposes.

From third parties

We may collect personal information directly about you from the following third parties:

- our LJ Hooker Franchisees for purposes of administration of Franchise Agreements including through the submission of Franchise Returns and data feeds to their customer relationship management platforms.
- where it is unreasonable or impracticable to obtain your personal information directly from you, we will seek to obtain it from others, such as from your representatives (e.g. solicitor, accountant or financial adviser);
- we may also work with other companies who use tracking technologies, including web beacons, to serve ads on our behalf across the internet. These companies may collect non-personally identifiable information about your visit to our Website about your interaction with our mobile app or communications, including advertising and e-mails. If you object to web beacons, we recommend that you follow the instructions for deleting existing cookies and disabling future cookies; and
- social media such as Instagram, Facebook and TikTok.
- when you put through an enquiry about a property from a Realestate.co.nz, OneRoof, Trade Me, Hougarden, James Edition and Rex Reach.
- data intelligence company ID4ME

Why We Collect Personal Information

We collect your personal information for the following purposes:

Open Homes

It is a condition of entry that, before entering an Open Home, that you provide us with your name, telephone number and any other contact details that we request from you including your email address. If this information is not provided, you will be unable to enter an Open Home and we will also be unable to determine or

address your interest in the property effectively or at all.

We may collect personal information that you provide us in connection with an Open Home for the following purposes:

- to ensure the security of an Open Home and the security of any persons who may express interest in or attend an Open Home;
- to contact you after an Open Home to determine or otherwise address your interest in the property;
- to contact you after an Open Home to inform you of other properties that we have listed for sale or rent;
- to give feedback to our client on the interest generated in an Open Home.

Buying, selling or renting a property

We may collect personal information you provide in connection with a property sale agreement or agency agreement or collected from other sources for the following purposes:

- identifying and verifying your identity and the property;
- acting on your behalf in accordance with the Property Agreement;
- where applicable, advertising, promoting and, otherwise, marketing the property for sale or rent;
- negotiating any prospective sale or rental of the property;
- liaising and exchanging information with you, the ultimate purchaser or tenant, prospective purchasers or tenants, and each of their legal and other advisors in relation to or in connection with any sale or rental of the property;
- complying with the Property Agreement, any applicable law and any dispute resolution process;
- managing, serving and signing (or arranging signing of) the Property Agreement and managing any sale or rental of the property (including assisting with the exchange of the Property Agreement and the preparation of any required statements of account); and
- contacting and liaising with third parties (including, without limitation, goods and services providers and insurers) and to provide those third parties with your personal information.

Other Reasons

We may also collect your personal information for the following reasons:

- to interact with you, to maintain our business records, and otherwise to run our business;

- to provide you with our Property Services including providing appraisals of properties, acting as a real estate agent for the buying and selling of properties, leasing properties and advertising properties;
- for recruitment, employment, and contracting purposes;
- to provide you with information about services that may be of interest to you;
- to assess and improve our customer service to you as well as processing any complaints or enquiries made by you;
- trade promotions, marketing, research and operations;
- to protect and/or enforce our legal rights and interests, and defending any claim;
- for any purpose required or permitted by law (such as complying with Anti Money Laundering/Counter Financing of Terrorism compliance);
- for any purpose disclosed to you and to which you have consented or authorised under the Privacy Act; and
- for any purpose that you would otherwise reasonably expect.

If you do not provide us with the personal information outlined in this privacy policy or otherwise requested by us, we may not be able to act on your behalf effectively or at all.

We will not collect your personal information for any other purposes, unless you have expressly consented to that purpose.

As a general rule, we only collect personal information for purposes that would be considered relevant and reasonable in the circumstances.

How We Share Personal Information

Unless expressly authorised to do so by you or under this privacy policy, we will not disclose your personal information to any third party except where disclosure relates to the purposes for which the information was collected or where we may be required by law to do so.

Without limiting the generality of the clause above, we may disclose your personal information to:

- your agents or representatives;
- our employees, contractors, franchisees, and service providers, including IT services, and mailing houses;

- our related companies and other business partners;
- our professional advisers, including lawyers, accountants and auditors;
- courts and other dispute resolution providers;
- anti money laundering companies;
- product providers where listing or purchase data is part of a data feed;
- LJ Hooker New Zealand Ltd
- LJ Hooker offshore cooperation

Where we disclose personal information to third party providers overseas, we have conducted due diligence on the provider's privacy policy and the laws of their home country and or conducted a contract review to ensure their privacy policy aligns with the New Zealand standards.

How we Hold and Protect Personal Information

We use third party cloud service providers to store and process the information we collect. We use a physical internal server on our computer equipment in our Wanaka office which is backed up by our IT Providers in Wanaka. We ensure that our cloud-based service providers are subject to appropriate security and information handling arrangements and that the information stored or processed by them remains subject to confidentiality obligations.

Storage and protection of your personal information

We may electronically record and store personal information which we collect from you. When we do so, we will take all reasonable steps to keep it secure and prevent unauthorised disclosure. However, we cannot promise that your personal information will not be accessed by an unauthorised person (e.g. a hacker) or that unauthorised disclosures will not occur. If we provide you with any passwords or other security devices, it is important that you keep these confidential and do not allow them to be used by any other person. You should notify us immediately if the security of your password or security device is breached, as this will help prevent the unauthorised disclosure of your personal information. Some information we hold about you will be stored in paper files, but most of your information will be stored electronically on physical hard drives and/or on the cloud, by cloud service providers.

We use a range of physical and electronic security measures to protect the security of the personal information we hold, including:

- Access to information systems is controlled through identity and access

management;

- Our building is secured with a combination of locks and monitored alarms;
- Employees are bound by internal information security policies and are required to keep information secure;
- We regularly monitor and review our compliance (and our service providers' compliance) with internal policies and industry best practice.

We only keep information for as long as we need it, or as long as the law requires us to. We have a records management policy that governs how we manage our information and records to make sure we destroy any information that is outdated, irrelevant or unnecessary.

We will hold personal information collected in accordance with this privacy policy for as long as necessary to fulfil the purposes for which it was collected and otherwise permitted or required by law.

Rights to Access and Correct Personal Information

Subject to certain grounds for refusal set out in the Privacy Act, you have the right to access your 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 wish to exercise any of the rights described in this section, please contact our privacy officer using the details under How to Contact us below.

We may charge a fee for providing access to your personal information. We will advise you of this fee before actioning your request.

How to Contact the Privacy Commissioner

If you are not satisfied with how we have handled your personal information, or wish to make a complaint to the Privacy Commissioner, you can do so by visiting the Privacy Commissioner's website. <https://www.privacy.org.nz/your-rights/making-a-complaint-to-the-privacy-commissioner/>

General

We may vary this privacy policy from time to time on our Website. We will provide notice of the change by uploading the updated privacy policy on the Website. After we provide that notice you will be deemed to have accepted the updated privacy policy if you continue to use the Property Services, our Website, engage in our activities or otherwise provide us with your personal information.

If any provision in this privacy policy is found by a court to be invalid, void, or unenforceable, whether under the Privacy Act or any other applicable law, such provision will be deemed to be deleted from this privacy policy and the remaining provisions will continue in full force and effect.

This privacy policy was last updated on 28 April 2026.

How to Contact Us

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you have any questions about this privacy statement or you'd like to ask for a copy of the information we hold on you, or to have it corrected, please contact our privacy officer:

• **Phone:** +64 3 443 1822

• **Email:** wanaka@ljhwanaka.co.nz

