



Sage Crew Limited T/A Membrane Roof Coating

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PRIVACY POLICY

This Privacy Policy explains how Sage Crew Limited, trading as Membrane Roof Coating ("we", "us", "our"), collects, uses, discloses, stores and protects Personal Information in accordance with the Privacy Act 2020 (NZ). It applies to our website (www.membraneroofcoating.co.nz), quoting and job management systems, and all liquid membrane roof coating services we provide.

1. Who we are

1.1 Membrane Roof Coating is a trading name of Sage Crew Limited, a New Zealand registered company based in Hawke's Bay. We are the "agency" responsible for the Personal Information described in this policy for the purposes of the Privacy Act 2020.

1.2 This policy sits alongside our Terms of Trade. Where our Terms of Trade address privacy in the context of a specific Order (see clause 23 of our Terms of Trade), those provisions apply in addition to this policy.

2. What information we collect

2.1 We may collect the following categories of Personal Information, depending on how you interact with us:

- (a) **Contact and identity information** — name, postal and site address, email address, phone number;
- (b) **Enquiry and quoting information** — details of the roof, photos, drone imagery or measurements you or we obtain, coating and colour preferences, and communications you send us (including by phone, email, SMS, or our website enquiry form);
- (c) **Order and job information** — quotes, invoices, job schedules, site notes, and any Approvals or documents you provide in connection with an Order;
- (d) **Payment information** — bank account details for payment reconciliation and, where relevant, credit information obtained from credit reporters (see clause 15 of our Terms of Trade);
- (e) **Site and property information** — hazards, roof access instructions, and (with your consent) before/during/after photographs or video of the Works (see clause 42 of our Terms of Trade);
- (f) **Website and technical information** — pages visited, general location, device and browser type, collected through standard website analytics and cookies; and
- (g) **Employment and subcontractor information** — where you apply to work with us or are engaged as a subcontractor, information relevant to that engagement (see clause 8).

3. How we collect information

3.1 We collect Personal Information directly from you where possible, including when you request a quote, place an Order, contact us by phone, email, SMS or our website, or engage with us on social media.

3.2 We may also collect information: (a) from a Related Company (such as our other trading brands, where you have engaged with more than one); (b) from real estate agents, property managers, or other authorised representatives acting on your behalf; (c) from credit reporters and debt collection agencies, where relevant to an Amount Owing; and (d) from publicly available sources, such as property or

roofing records, where reasonably necessary to prepare an accurate quote.

4. Why we collect and use your information

4.1 We collect, hold and use Personal Information to: (a) prepare and provide quotes, Orders and invoices; (b) carry out and complete the Works, including scheduling and roof access; (c) communicate with you about your Order, including by email and SMS; (d) manage payments, Amounts Owing, and credit assessments; (e) comply with our legal, health and safety, and building consent obligations; (f) maintain records for warranty and Defect purposes for the periods described in our Terms of Trade; (g) with your consent, use before/after photographs for quality assurance, training and marketing; and (h) improve our services and prepare aggregated, de-identified industry insights.

4.2 We do not use your Personal Information for any purpose materially different from those set out above without either your consent or another lawful basis under the Privacy Act 2020.

5. Disclosure of information

5.1 We may disclose Personal Information to: (a) our Related Companies (being our other trading brands under Sage Crew Limited), on a need-to-know basis; (b) subcontractors and tradespeople engaged to carry out part of the Works; (c) suppliers, for the purpose of ordering coating Materials for your job; (d) credit reporters and debt collection agencies, where an Amount Owing is overdue; (e) our professional advisers, including our accountant and insurer; (f) Regulators or authorities, where required by law; and (g) a prospective buyer or professional adviser in connection with a genuine business sale or restructure of Sage Crew Limited, subject to confidentiality obligations.

5.2 We do not sell Personal Information to third parties, and we do not disclose Personal Information to third parties for their own direct marketing purposes.

6. Website, cookies and analytics

6.1 Our website may use cookies and similar technologies to remember your preferences, understand how visitors use our site, and improve site performance. You can control or disable cookies through your browser settings, though this may affect site functionality.

6.2 We may use third-party analytics and advertising tools (such as Google Analytics or Meta/Facebook Pixel) to understand website traffic and measure the performance of our marketing. These providers may process information in accordance with their own privacy policies.

7. Photographs and marketing

7.1 As set out in clause 42 of our Terms of Trade, we may take before, during and after photographs or video of completed Works for quality assurance, training and marketing purposes, including on our website and social media, without identifying the property address.

7.2 If you do not want images of your property used in this way, you can let us know in writing at any time, including after the Works are complete, and we will remove or refrain from using those images going forward.

8. Job applicants and subcontractors

8.1 If you apply for work with us or seek to be engaged as a subcontractor, we collect information relevant to assessing your application, such as your contact details, work history, qualifications, licences, and references. We use this information only for recruitment and engagement purposes and retain it only as long as reasonably necessary, or as required by law.

9. Storage and security

9.1 We take reasonable steps to protect Personal Information from loss, unauthorised access, use, modification or disclosure, including access controls on our systems and secure storage of physical documents.

9.2 Personal Information may be stored electronically with New Zealand or overseas-based service providers (such as cloud hosting, email, or job-management software providers). Where information is held overseas, we take reasonable steps to ensure it is subject to protections comparable to the Privacy Act 2020.

9.3 We retain Personal Information only for as long as reasonably necessary for the purposes described in this policy, including to meet our record-keeping, warranty, and legal obligations (such as the 12-month Defect period and standard tax record retention requirements), after which it is securely deleted or de-identified.

10. Your rights

10.1 Under the Privacy Act 2020, you (if an individual) have the right to: (a) request access to the Personal Information we hold about you; (b) request correction of that information if you believe it is inaccurate, incomplete, or out of date; and (c) make a complaint about how we have handled your Personal Information.

10.2 To make a request or complaint, please contact us using the details in clause 12. We will respond within the timeframes required by the Privacy Act 2020, and will let you know if we are unable to action a request and why.

10.3 If you are not satisfied with our response, you have the right to make a complaint to the Office of the Privacy Commissioner (www.privacy.org.nz).

11. Third-party information

11.1 If you provide us with Personal Information about someone else (for example, another occupant of a property, a co-owner, or a site contact), you confirm that you are authorised to provide that information to us and that you have informed them of the matters set out in this policy, including their right to access and correct their information.

12. Contacting us

12.1 If you have any questions about this Privacy Policy, or wish to make a request or complaint regarding your Personal Information, please contact us at:

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13. Changes to this policy

13.1 We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The current version will always be available on our website, and the "Version updated" date below reflects the most recent update.