



# Privacy Policy

## My Office Girl Limited

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<b>Policy owner:</b>	My Office Girl Limited
<b>Approved by:</b>	The Directors, My Office Girl Ltd
<b>Version:</b>	4.0
<b>Reviewed &amp; approved:</b>	March 2026
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## Introduction

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My Office Girl Limited (MOG) is committed to protecting your privacy and any personal information in relation to your use of our products and services, and as such, fully complies with the New Zealand Privacy Act 2020, including the Privacy Amendment Act 2025.

This Privacy Policy applies to our website and governs all forms of Personal Information and related data collection and usage by us.

MOG is governed by New Zealand's Information Privacy Principles (IPP's) contained in the Privacy Act 2020 and the Privacy Amendment Act 2025. For ease of reference, the Principles are featured at the end of this Policy.

MOG ensures that all its staff members adhere to the IPP's to safeguard your Personal Information.

MOG has also adopted the EU General Data Protection Regulation (GDPR) guidelines covering data protection for all businesses transferring data to the European Union.

By using our website, or otherwise supplying your personal information to us, you consent to the data practices described in this Privacy Policy.

This Privacy Policy also needs to be read in conjunction with our website terms of use, as displayed on our website.

MOG may review and update this Privacy Policy on occasion (for example to reflect changes to the Privacy Act). Any revision or update will be published on the MOG website.

This Privacy Policy does not seek to limit or exclude the individual rights of any individual as prescribed under the Privacy Act 2020, which can be accessed at [www.nzbt.co.nz/resources](http://www.nzbt.co.nz/resources)

## What is Personal Information? Why do we collect it?

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Personal Information is information or an opinion that identifies an individual personally. Most of the Personal Information that MOG may collect about you will be voluntarily provided by you, or your authorised representative, when you engage with us, to allow us to operate our wider operations and to deliver the products and services that you have requested.

Examples of Personal Information we collect may include:

- An individual's name (including that of your authorised representative, if applicable)
- An individual's contact details, including your residential and work addresses, email addresses, emergency contact details, phone and facsimile numbers.
- ACC and IRD related information or other financially sensitive information, as required.
- Bank account details or Credit Card information relating to the payment of services.
- Publicly available information relating to you.
- Any documents or other information that you provide to us as part of our provision of services including drivers licence, or passport verification.

This Personal Information can be captured in many ways including interviews, correspondence, by telephone, by email, via our website [www.myofficegirl.co.nz](http://www.myofficegirl.co.nz), from your website, from media and publications, from other publicly available sources, from cookies, and from third parties.

## Disclosure

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MOG will only disclose your information as authorised by you, as required by law or where required for us to provide our services. MOG will not share, sell, rent or lease any client list or information to third parties without due authorisation.

MOG may also disclose Personal Information to other agencies where it believes on reasonable grounds that it falls within one of the exceptions to IPP 11.

## Security

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Your Personal Information is stored in a manner that reasonably protects it from misuse and loss from unauthorised access, modification or disclosure.

MOG may hold your Personal Information in either an electronic or hard copy form.

Personal information collected in hard copy form may be subsequently converted to electronic form. Hard copy information that remains as such will be securely stored at MOG's premises.

Personal information held or provided to us in electronic form is held on servers controlled by third parties under contractual arrangements with MOG. MOG uses a combination of physical security, password protection, dual authentication, device encryption and other measures that ensure that Personal Information stored in electronic form is protected from misuse, interference and loss and from unauthorised access, modification and disclosure. However, it is not possible for any organisation (including ours) to state that 100% security can be guaranteed.

## Retention

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When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files (electronic or hard copy) which will be securely retained by us for a minimum of 7 years.

## Access

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You have the right to request a copy of the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions, if you think it is incorrect.

If you wish to access your Personal Information, please submit your request to MOG's Privacy Officer (please see Privacy Policy Complaints and Enquiries) in writing. MOG will acknowledge your request as soon as possible and will respond to the request no later than 20 working days after we receive your request (unless extended under the Privacy Act 2020).

MOG will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In respect of a request for correction, if we think the correction is reasonable, justified and we are reasonably able to amend the Personal Information, we will make the correction.

In order to protect your Personal Information, we will require identification and, if relevant, proof of authorisation from you before releasing the requested information.

## Third Parties

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Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information from third parties. This information may relate to an individual's:

- Criminal History; or
- Credit History; or
- Financial History

Where MOG collects your personal information indirectly (i.e. from someone other than yourself), we will take reasonable steps to ensure you are made aware of the following, as soon as reasonably practicable after collection:

- That your personal information has been collected
- The purpose for which it has been collected
- Who the intended recipients of that information are
- MOG's name and contact details as the collecting agency
- Any law that authorises or requires the collection, where applicable
- Your right to access and request correction of your personal information (see the Access section of this policy)

We will typically meet this obligation by including relevant information in our privacy notices, onboarding documentation, and terms and conditions. Where MOG has already made you aware of an indirect collection through a prior notice and the purpose has not changed, we may not notify you again.

There are limited circumstances where MOG may not be required to notify you of an indirect collection. These include where:

- You have already been made aware of the collection by another agency on MOG's behalf
- The information is publicly available
- Notification would prejudice the purpose of the collection (for example, in a fraud investigation)
- Notification is not reasonably practicable in the circumstances
- The information will not be used in a way that identifies you

Where MOG enters into arrangements with associated contractors and third parties that involve the use or management of personal information held by MOG, appropriate provisions will be included to protect that personal information, including requirements around notification where applicable.

## Indirect Collection of Personal Information — IPP3A

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### **Important — New Law from 1 May 2026**

From 1 May 2026, the Privacy Amendment Act 2025 introduces Information Privacy Principle 3A (IPP3A), which requires agencies to notify individuals when their personal information has been collected indirectly.

MOG may, from time to time, collect personal information about you from third parties or other agencies rather than directly from you. Examples of when this may occur include:

- Conducting background, credit, or reference checks as part of our service delivery
- Receiving information from a referring business or partner agency
- Collecting information in the course of providing services on behalf of a client

In these situations, MOG is committed to ensuring you are informed of the collection in accordance with IPP3A. We will do this by:

- Including relevant notification information in our standard client agreements, onboarding forms, and privacy notices
- Notifying you directly as soon as reasonably practicable after the collection, where advance notice has not been given
- Working with our partner agencies and contractors to ensure notification obligations are clearly allocated and met

If you have any questions about whether MOG holds personal information about you that was collected indirectly, please contact our Privacy Officer using the details in the Privacy Policy Complaints and Enquiries section of this policy.

## Maintaining the Quality of your Personal Information

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It is important to us that your Personal Information is up to date. MOG will take reasonable steps to make sure that your Personal Information is accurate, and this may require individuals being contacted directly.

## Use of Cookies

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The MOG website uses cookies. A cookie is a small element of data that our website may send to your computer. A cookie is typically stored on your computer's hard drive and permits our website to recognise you when you return to our website.

Our use of cookies helps us to provide you with a better experience during your use of our website, by allowing us to understand what areas of the site are of interest to you.

You may configure your web browser to not accept cookies, although you may experience a loss of functionality as a result of this action.

## Role of the Privacy Officer

MOG has appointed a Privacy Officer in accordance with the requirements of the Privacy Act 2020. As part of their role, the MOG Privacy Officer needs to ensure that MOG's internal policies and procedures are fully compliant with requirements under the Privacy Act 2020, the Privacy Amendment Act 2025, the IPP's and GDPR.

The MOG Privacy Officer will ensure that all MOG staff and associated contractors understand their commitments under the Privacy Act, IPP's and the GDPR.

The MOG Privacy Officer is the focal point for all privacy matters relating to MOG business. This contact may be from MOG Clients, MOG staff or associated contractors, or the Privacy Commission/Commissioner.

MOG's Privacy Officer is also responsible for ensuring this Privacy Policy is reviewed regularly and maintains MOG's compliance to the most up-to-date version of the Privacy Act, IPP's and the GDPR.

## Privacy Policy Complaints and Enquiries

MOG wants to know if you have any concerns about our privacy practices, whether these relate to the way we collect or share information about you or our decision on your access request.

If you do have any concerns, please contact our Privacy Officer and they will endeavour to resolve any issues.

### Privacy Officer Contact Details

Lisa Baylis | GM | MYOFFICEGIRL

Landline: 03 366 6022

Mobile: 021 035 9772

Email: [office@myofficegirl.co.nz](mailto:office@myofficegirl.co.nz)

## Privacy Principles

The following Information Privacy Principles (IPPs) are contained in the Privacy Act 2020 and the Privacy Amendment Act 2025 and govern how MOG handles personal information.

### Principle 1 — Purpose of collection of personal information

Personal information shall not be collected by any agency unless:

- The information is collected for a lawful purpose connected with a function or activity of the agency.
- The collection of the information is necessary for that purpose.

### Principle 2 — Source of personal information

(1) Where an agency collects personal information, the agency shall collect the information directly from the individual concerned.

(2) It is not necessary for an agency to comply with sub-clause (1) if the agency believes, on reasonable grounds, that the information is publicly available; that the individual authorises collection from someone else; that non-compliance would not prejudice the interests of the individual; that non-compliance is necessary for maintenance of the law, enforcement of a financial penalty, protection of public revenue, or conduct of proceedings; that compliance would prejudice the purposes of the collection; that compliance is not reasonably practicable; or that the information will not be used in an identified form or will be used for statistical or research purposes only.

### Principle 3 — Collection of information from subject

(1) Where an agency collects personal information from the individual concerned, the agency shall take reasonable steps to ensure that the individual is aware of: the fact that the information is being collected; the purpose for which it is being collected; the intended recipients; the name and address of

the collecting and holding agency; any law authorising or requiring the collection; the consequences of not providing the information; and the individual's rights of access and correction.

(2) These steps shall be taken before collection or, if not practicable, as soon as practicable after collection.

(3) An agency is not required to take these steps if it has done so on a recent previous occasion for the same information.

(4) Exceptions apply where non-compliance is authorised by the individual; would not prejudice the individual's interests; is necessary for law enforcement or public revenue; would prejudice the collection purpose; is not reasonably practicable; or where the information will not be used in an identified or publishable form.

### **Principle 3A — Notification of indirect collection of personal information**

#### **Added by the Privacy Amendment Act 2025 — In force 1 May 2026**

This new principle applies when an agency collects personal information indirectly, i.e. from a source other than the individual themselves.

Where an agency collects personal information indirectly, the agency shall take reasonable steps to ensure that the individual concerned is made aware of:

- The fact that the information has been collected
- The purpose of the collection
- The intended recipients of the information
- The name and address of the agency collecting and holding the information
- If the collection is authorised or required by law, which particular law
- The individual's rights of access to, and correction of, their personal information

These steps shall be taken as soon as reasonably practicable after the information has been collected, unless notification steps have already been taken by that agency or another agency.

An agency is not required to comply with this principle if:

- The individual has already been made aware of the matters listed above
- The personal information is publicly available
- Notification would not prejudice the interests of the individual
- Notification is necessary for maintenance or enforcement of the law (public sector agencies)
- Notification would prejudice the purposes of the collection
- Notification is not reasonably practicable in the circumstances
- The information will not be used in a way that identifies the individual
- The information will be used for research or statistics and will not identify the individual
- The collection is for archiving purposes and notification would seriously impair that purpose
- Notification would prejudice the security or defence of New Zealand or its international relations
- Notification would disclose a trade secret or unreasonably prejudice a commercial position

### **Principle 4 — Manner of collection of personal information**

Personal information shall not be collected by an agency by unlawful means or by means that, in the circumstances, are unfair or intrude to an unreasonable extent upon the personal affairs of the individual concerned.

### **Principle 5 — Storage and security of personal information**

An agency that holds personal information shall ensure that the information is protected by reasonable security safeguards against loss, unauthorised access, use, modification, disclosure, or other misuse; and that everything reasonably within the agency's power is done to prevent unauthorised use or disclosure when the information is given to a person in connection with provision of a service.

### **Principle 6 — Access to personal information**

Where an agency holds personal information in such a way that it can be readily retrieved, the individual concerned is entitled to obtain confirmation of whether the agency holds such information and to have access to that information. Where access is given, the individual shall be advised of their right to request correction under Principle 7.

### **Principle 7 — Correction of personal information**

Where an agency holds personal information, the individual concerned is entitled to request correction of the information and to request that a statement of the correction sought be attached if the correction is not made. The agency shall take reasonable steps to correct information to ensure it is accurate, up to date, complete, and not misleading. Where steps are taken, the agency shall, if reasonably practicable, inform each person or agency to whom the information has been disclosed.

### **Principle 8 — Accuracy of personal information to be checked before use**

An agency that holds personal information shall not use that information without taking reasonable steps to ensure that, having regard to the purpose for which it is to be used, the information is accurate, up to date, complete, relevant and not misleading.

### **Principle 9 — Retention of personal information**

An agency that holds personal information shall not keep that information for longer than is required for the purposes for which the information may lawfully be used.

### **Principle 10 — Limits on use of personal information**

An agency that holds personal information obtained in connection with one purpose shall not use the information for any other purpose unless one of the listed exceptions applies (including authorisation by the individual, public interest, directly related purpose, statistical use, or authority under the Act).

### **Principle 11 — Limits on disclosure of personal information**

An agency that holds personal information shall not disclose the information to a person, body, or agency unless one of the listed exceptions applies (including disclosure for the original purpose, to the individual, with authorisation, for law enforcement, to prevent serious threat to health or safety, to facilitate business sale, or for statistical/research use).

### **Principle 12 — Disclosure of Personal Information outside New Zealand**

An agency may disclose Personal Information to a foreign person or entity in reliance on IPP 11 if the individual authorises the disclosure after being informed of the risks; the recipient is subject to this Act; the recipient is subject to comparable privacy laws; the recipient participates in a prescribed binding scheme; the recipient is in a prescribed country; or the recipient is otherwise required to protect the information in a comparable way.

### **Principle 13 — Unique identifiers**

An agency shall not assign a unique identifier to an individual unless necessary to carry out its functions efficiently. An agency shall not assign an identifier already assigned by another agency (unless associated entities under the Income Tax Act), shall take all reasonable steps to ensure unique identifiers are assigned only to individuals whose identity is clearly established, and shall not require disclosure of a unique identifier except for the purposes for which it was assigned.