

Privacy Policy

Last updated: February 2018

At GoSweetSpot, we take privacy very seriously. We've updated our privacy policy (**Policy**) to ensure that we communicate clearly how we treat personal information. Please read this Policy carefully. It will help You make informed decisions about sharing Your personal information with us.

The defined terms in this Policy have the same meaning as in our [Terms of Trade](#), which You should read together with this Policy. By accessing our Website and using our Service, You consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

GoSweetSpot collects Your and Your customers personal information

GoSweetSpot is a provider of a freight management platform that's simple, smart, and secure.

The Service involves the storage of Data about a company or individual. That Data can include personal information. "Personal information" is information about an identifiable individual, and may include information such as the individual's name, email address, telephone number.

GoSweetSpot may collect personal information directly from You when You:

- register to use the Service,
- use the Service,
- load your customers details in the system,
- contact the GoSweetSpot support team, and
- visit our Website.

GoSweetSpot collects, holds, and uses Your personal information for limited purposes

GoSweetSpot collects Your personal information so that we can provide You with the Service and any related services You may request. In doing so, GoSweetSpot may use the personal information we have collected from You for purposes related to the Services including to:

- verify Your identity,
- administer the Service,
- shipping orders/consignments to your customer's address.
- notify You of new or changed services offered in relation to the Service,
- carry out marketing or training relating to the Service,
- assist with the resolution of technical support issues or other issues relating to the Service,
- comply with laws and regulations in applicable jurisdictions, and
- communicate with You.

By using the Service, You consent to Your personal information being collected, held and used in this way and for any other use You authorise. GoSweetSpot will only use Your personal information for the purposes described in this Policy or with Your express permission.

It is Your responsibility to keep Your password to the Service safe. You should notify us as soon as possible if You become aware of any misuse of Your password, and immediately change Your password within the Service or via the [“Remind Password”](#) process.

GoSweetSpot holds Your personal information on servers located in New Zealand and

GoSweetSpot takes steps to protect Your personal information

GoSweetSpot is committed to protecting the security of Your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. Your personal information is stored on secure servers that have SSL Certificates issued by leading certificate authorities, and all Data transferred between You and the Service is encrypted.

However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that Your information will be secure at all times. Transmission of personal information over the Internet is at Your own risk and You should only enter, or instruct the entering of, personal information to the Service within a secure environment.

We will advise You at the first reasonable opportunity upon discovering or being advised of a security breach where Your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

GoSweetSpot only discloses Your Personal Information in limited circumstances

GoSweetSpot will only disclose the personal information You have provided to us to entities outside the GoSweetSpot group of companies if it is necessary and appropriate to facilitate the purpose for which Your personal information was collected pursuant to this Policy, including the provision of the Service.

GoSweetSpot will not otherwise disclose Your personal information to a third party unless You have provided Your express consent. However, You should be aware that GoSweetSpot may be required to disclose Your personal information without Your consent in order to comply with any court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify You if we are required by law to disclose Your personal information.

You may request access to Your personal information

It is Your responsibility to ensure that the personal information You provide to us is accurate, complete and up-to-date. You may request access to the information we hold about You, or request that we update or correct any personal information we hold about

You, by setting out Your request in writing and sending it to us at support@gosweetspot.com.

GoSweetSpot will process Your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet Your request, we will let You know why. For example, it may be necessary for us to deny Your request if it would have an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process Your request in the manner You have requested. In some circumstances, it may be necessary for us to seek to arrange access to Your personal information through a mutually agreed intermediary (for example, the Subscriber).

We will only keep Your personal information for as long as we require it for the purposes of providing You with the Service. However, we may also be required to keep some of Your personal information for specified periods of time, for example under certain laws relating to corporations, money laundering, and financial reporting legislation.

GoSweetSpot uses cookies

In providing the Service, GoSweetSpot utilises "cookies". A cookie is a small text file that is stored on Your computer for record-keeping purposes. A cookie does not identify You personally or contain any other information about You but it does identify Your computer.

We and some of our affiliates and third-party service providers may use a combination of "persistent cookies" (cookies that remain on Your hard drive for an extended period of time) and "session ID cookies" (cookies that expire when You close Your browser) on the Website to, for example, track overall site usage, and track and report on Your use and interaction with ad impressions and ad services.

You can set Your browser to notify You when You receive a cookie so that You will have an opportunity to either accept or reject it in each instance. However, You should note that refusing cookies may have a negative impact on the functionality and usability of the Website.

We do not respond to or honour "Do Not Track" requests at this time.

You can opt-out of any email communications

GoSweetSpot sends billing information, product information, Service updates and Service notifications to You via email. Our emails will contain clear and obvious instructions describing how You can choose to be removed from any mailing list not essential to the Service. GoSweetSpot will remove You at Your request.

You are responsible for transfer of Your data to third-party applications

GoSweetSpot has a privacy complaints process

If You wish to complain about how we have handled Your personal information, please provide our Privacy Officer with full details of Your complaint and any supporting documentation:

- by e-mail at support@gosweetspot.com, or

- by letter to The Privacy Officer, GoSweetSpot Limited, DX Box CX10359, Auckland NZ.

Our Privacy Officer will endeavour to:

- provide an initial response to Your query or complaint within 10 business days, and
- investigate and attempt to resolve Your query or complaint within 30 business days or such longer period as is necessary and notified to You by our Privacy Officer.

This policy may be updated from time to time

GoSweetSpot reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to this Website. GoSweetSpot will make every effort to communicate any significant changes to You via email or notification via the Service. Your continued use of the Service will be deemed acceptance of any amended Policy.