

Privacy Policy

Your data deserves as much privacy as your tub time. Here is exactly what we collect, why we have it, and how to get it back.

The short version

- We collect your **name and contact details** so we can quote, deliver and support your tub.
- We **do not sell or rent** your information to anyone, ever.
- We share it only with the people who help get a tub to you, such as our freight partners.
- You can **ask what we hold and have it corrected**, any time, by emailing info@soaknz.com.
- You can **opt out of marketing** at any time and it changes nothing about your order.

Who we are

Tubby Limited (“we”, “us”, “our”), trading as Tubby Tubs, respects your privacy and is committed to protecting your personal information in accordance with the **New Zealand Privacy Act 2020**.

This policy explains how we collect, use, store and share your information when you interact with our website at www.tubbytubs.co.nz, visit our showroom, or contact us about our products and services.

Information we collect

We may collect the following personal information when you enquire, buy from us, visit our showroom, or otherwise interact with us:

- Name and contact details, such as your phone number, email address and delivery address.
- Information about your property or project, where you choose to share it, so we can advise on siting, access and freight.
- Your preferences, interests, or feedback about our products and services.
- Records of your enquiries and our correspondence with you.
- Website analytics data, such as your IP address, browser type, device type and the pages you visited, collected through cookies or similar technologies.

We collect most of this directly from you, either when you contact us or when you tell it to us in person. Analytics data is collected automatically as you use the site.

Why we collect it

PURPOSE	WHAT THAT MEANS IN PRACTICE
Answering you	Responding to enquiries and providing quotes or product information.
Fulfilling your order	Processing, manufacturing, crating, freighting and delivering your tub.
Supporting you afterwards	Warranty support, servicing advice and after-sales help.
Staying in touch	Following up on leads, maintaining customer relationships, and sending marketing communications where you have consented or it is otherwise permitted under law.
Improving what we do	Understanding how the website is used, and improving our products and services.
Meeting our obligations	Legal, tax and regulatory requirements.

Marketing communications

If you contact us by phone, email or in person, you agree that we may contact you back about your enquiry, and that we may follow up by email, phone or SMS about products and services related to it.

You can opt out at any time: follow the unsubscribe link in any of our emails, reply and tell us to stop, or email **info@soaknz.com** directly. Opting out of marketing does not affect messages we need to send you about an order you have placed.

Who we share it with

We share your personal information only where it is necessary:

- With our employees and contractors, so they can help us operate the business.
- With trusted service providers, such as our freight and delivery partners, who need your details to get your tub to you.
- Where required by law, or where it is necessary to protect our legal rights.
- With your consent or at your direction.

We do not sell or rent your personal information to third parties. Not to advertisers, not to data brokers, not to anyone.

Storage and security

Your personal information is stored on password-protected systems and cloud services hosted in New Zealand or with reputable international providers, such as Google Workspace.

We take reasonable steps to protect your information from loss, misuse, unauthorised access, disclosure or alteration. No system is perfect, but we treat your details the way we would want ours treated.



How long we keep it

We keep personal information only for as long as it is needed for the purpose it was collected for, or for as long as the law requires. Business and tax records are generally held for seven years. Warranty and service records are kept for the life of the warranty and a reasonable period afterwards, so we can help you if something goes wrong.

Access and correction

You have the right to request access to, and correction of, the personal information we hold about you.

Email **info@soaknz.com** and we will respond as soon as reasonably practicable, and in any case within **20 working days** as required by the Privacy Act 2020. We may need to confirm your identity before releasing information.

Cookies and website analytics

Our website may use cookies and analytics tools, such as Google Analytics or the Meta Pixel, to measure traffic and performance, understand how visitors interact with the site, and improve our advertising and remarketing. You can disable cookies through your browser settings, though some parts of the site may not work as well afterwards.

International transfers

Some of our service providers may store or process your data outside New Zealand. Where that happens, we take reasonable steps to ensure appropriate safeguards are in place, consistent with the Privacy Act 2020, to protect your information.

Complaints

If you believe we have mishandled your personal information, please tell us first at **info@soaknz.com** so we can put it right. If you are not satisfied with our response, you can complain to the Office of the Privacy Commissioner at **privacy.org.nz** or **0800 803 909**.

Changes to this policy

We may update this Privacy Policy from time to time. Any updates will be posted at **tubbytubs.co.nz/legal/privacy** with a revised "last updated" date.

Contact us

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