



Privacy Policy

Last updated: May 2018

At GoSweetSpot, we take privacy very seriously. This Privacy Policy explains what information we collect about you and why, what we do with that information, and how we handle that information. It will help You make informed decisions about sharing Your personal information with us.


This notice applies across all websites that we own and operate and services we provide. This includes our online, tracking and reseller services, and any other apps or services we may offer (for example, events or training). For the purpose of this notice, we'll just call them our 'services'.

When we say 'personal data' we mean identifiable information about you, like your name, email, address, telephone number, bank account details, payment information, support queries, community comments and so on. If you can't be identified (for example, when personal data has been aggregated and anonymised) then this notice doesn't apply. Check out our terms of use for more information on how we treat your other data.

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 services, you consent to the terms of this Policy and agree to be bound by it and our Terms of Trade. We may need to update this notice from time to time. Where a change is significant, we'll make sure we let you know – usually by sending you an email.

Who are 'we'?

When we refer to 'we' (or 'our' or 'us' or 'GoSweetSpot'), that means SweetSpot Group Limited, and all its wholly owned subsidiaries. Our headquarters are in New Zealand. Address details are available on our Contact us page.



We provide an easy to use only shipping ticketing solution for SMEs. Our offering is a multi carrier aggregated freight solution, that you utilise using our sites.

Collection of information

When you visit our websites or use our services, we collect personal data. The ways we collect it can be broadly categorised into the following:

Information you provide to us directly: When you visit or use some parts of our websites and/or services we might ask you to provide personal data to us. For example, we ask for your contact information when you sign up, respond to a job application or an email offer, participate in community forums, join us on social media, take part in training and events, contact us with questions or request support. If you don't want to provide us with personal data, you don't have to, but it might mean you can't use some parts of our websites or services.

Information we collect automatically: We collect some information about you automatically when you visit our websites or use our services, like your IP address and device type. We also collect information when you navigate through our websites and services, including what pages you looked at and what links you clicked on. This information is useful for us as it helps us get a better understanding of how you're using our websites and services so that we can continue to provide the best experience possible (e.g., by personalising the content you see).

Some of this information is collected using cookies and similar tracking technologies. If you want to find out more about the types of cookies we use, why, and how you can control them, take a look at our cookie notice.

Information we get from third parties: The majority of information we collect, we collect directly from you. Sometimes we might collect personal data about you from other sources, such as publicly available materials or trusted third parties like our marketing and research partners. We use this information to supplement the personal data we already hold about you, in order to better inform, personalise and improve our services, and to validate the personal data you provide.

Where we collect personal data, we'll only process it:

- To perform a contract with you, or
- Where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- In accordance with a legal obligation, or
- Where we have your consent.

If we don't collect your personal data, we may be unable to provide you with all our services, and some functions and features on our websites may not be available to you.

If you're someone who doesn't have a relationship with us, but believe that a GoSweetSpot Customer has entered your personal data into our websites or services, you'll need to contact that GoSweetSpot Customer for any questions you have about your personal data (including where you want to access, correct, amend, or request that the user delete, your personal data).

Information you provide to us about your customers, end users, and contacts: For the provision of our Services to you, you provide us with information which may identify your customers, end users or employees, like email, address, telephone number, sales order details, etc. When you provide us with personal information about your contacts we will only use this information for the specific reason for which it is provided. **We do not** use this information for any other purpose, including How we use your data.

How we use your data

First and foremost, we use your personal data to operate our websites and provide you with any services you've requested, and to manage our relationship with you. We also use your personal data for other purposes, which may include the following:

To communicate with you. This may include:

- Providing you with information you've requested from us (like training or education materials) or information we are required to send to you
- Operational communications, like changes to our websites and services, security updates, or assistance with using our websites and services
- Marketing communications (about GoSweetSpot or another product or service we think you might be interested in) in accordance with your marketing preferences
- Asking you for feedback or to take part in any research we are conducting (which

we may engage a third party to assist with).

To support you: This may include assisting with the resolution of technical support issues or other issues relating to the websites or services, whether by email, in-app support or otherwise.

To enhance our websites and services and develop new ones: For example, by tracking and monitoring your use of websites and services so we can keep improving, or by carrying out technical analysis of our websites and services so that we can optimise your user experience and provide you with more efficient tools.

To protect: So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our websites and services fairly and in accordance with our terms of use.

To market to you: In addition to sending you marketing communications, we may also use your personal data to display targeted advertising to you online – through our own websites and services or through third party websites and their platforms.

To analyse, aggregate and report: We may use the personal data we collect about you and other users of our websites and services (whether obtained directly or from third parties) to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties.

How we can share your data

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- Other companies in the GoSweetSpot group of companies
- Third party service providers and partners who assist and enable us to use the personal data to, for example, support delivery of or provide functionality on the website or services, or to market or promote our goods and services to you
- Regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure

- An actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business
- Other people where we have your consent.

Security

When we collect personal information we will take reasonable steps to keep that information secure and to protect it from misuse or loss and from unauthorised access, modification or disclosure. Personal information You provide to us is stored on a secure server and we use secure firewalls. Please note however that total security of data transmission over the internet cannot be guaranteed as being completely secure. Hence, we cannot guarantee and we do not warrant the security of information transmitted to us over the internet and You acknowledge that You use the Services and provide information at Your own risk.

We work hard to ensure all customer data is kept safe and we follow industry best practice in this regard. If we become aware of a data breach that we consider could compromise customer security, our policy is to report this to the affected customers at the earliest opportunity. We may also report the breach publicly, where we consider it is appropriate to do so.

Use of 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.

If you're not happy with how we are processing your personal data, please let us know by sending an email to support@gosweetspot.com. We will review and investigate your complaint, and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.

How to contact us

We're always keen to hear from you. If you're curious about what personal data we hold about you or you have a question or feedback for us on this notice, our websites or services, please get in touch.

As a technology company, we prefer to communicate with you by email – this ensures that you're put in contact with the right person, in the right location, and in accordance with any regulatory time frames.

Our email is support@gosweetspot.com

For the latest version of this document, please visit <http://gosweetspot.com/privacy-policy>