Ontempo
helping retail teams succeed

Ontempo Privacy Policy

Introduction

We are committed to protecting your privacy and handling personal information in accordance with the New Zealand Privacy Act 2020.

This privacy policy explains how we collect, use, store, and disclose personal information when you use the Ontempo Help Centre and website.

Information We Collect and Why

Help Centre

- **Analytics**

  We use a cloud-based third-party analytics tool (Matomo Analytics), to monitor traffic in our Help Centre. This information helps us understand usage and performance, and improve the client experience.

  Clients use an email address to log on to the Help Centre. Once logged in, Ontempo sends an internal ID (not your name, email address, or IP address) to Matomo. While Matomo cannot identify you from this ID, Ontempo can manually link it to your account if required. This is done when investigating support issues, troubleshooting access to the Help Centre, or occassionally, contacting users to gather feedback about their experience, including whether they were able to find the information they needed.

  The information collected by Matomo includes the company account you are signed in under, web browser, device type, operating system, monitor size, pages visited, and search terms.

  To improve the Help Centre experience and page design, we may record how users interact with the Help Centre site (mouse movement, clicks, scrolling).

- **Feedback**

  We have a Feedback tab on each page of the Help Centre that allows users to optionally rate pages and leave comments.

  Users have the option of entering their email address which allows us to respond to their feedback and/or request further information.

  We use PushFeedback to act as a data processor for customer feedback.

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Ontempo Website

- We have a form on our Contact Us page that allows users to enter their name and email address, and send a message.

  This information is used solely to respond to enquiries and is retained only for as long as necessary to manage and respond to the enquiry.

We use personal information only for the purposes related to those described in this policy or as otherwise permitted by law.

Service Providers

Matomo Analytics

Matomo Cloud data is hosted by AWS Europe in Germany with backups in Ireland. Matomo is provided by InnoCraft Limited, a New Zealand company, who processes personal data on Matomo's behalf under the Matomo Cloud Data Processing Agreement (DPA) according to Matomo's instructions.

View the Matomo Cloud Data Processing Agreement.

For more information about Matomo's privacy practices, see the Matomo Privacy Policy.

PushFeedback

Data collected may include feedback comments, email addresses, IP addresses, and other identifiers.

PushFeedback complies with the EU General Data Protection Regulation (GDPR).

For more information about PushFeedback's privacy practices, see the PushFeedback Privacy Policy.

Your rights

We do not maintain a dedicated database of personal information for marketing or profiling purposes. Any personal information voluntarily submitted through feedback or contact forms is used only for the stated purpose.

Access and correction

We do not maintain a database of personal information about Help Centre users. However, some usage and analytics information may be linked to your account. If you wish to request access to, or correction of, personal information we hold about you, please email our Helpdesk.

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Privacy concerns

If you have concerns about how we have handled your personal information, please email our Privacy Officer.

If we are unable to resolve your concerns, you may contact the Office of the Privacy Commissioner.

Keeping your Information Safe

Access to information is restricted to Ontempo staff who require it to perform their duties and who have appropriate system access permissions.

We do not sell personal information.

We may share information with these trusted service providers: Matomo Analytics and PushFeedback, who only have access to information necessary to perform their services.

Overseas Disclosure

Some of our service providers may store or process information outside New Zealand.

Where personal information is transferred overseas, we take reasonable steps to ensure it receives protection comparable to that required under New Zealand privacy law.

Retention

We retain personal information only for as long as required for the purposes for which it was collected or as required by law.

Where practical, personal information collected through contact forms and feedback forms is deleted once the enquiry, support request, or feedback process has been completed.

Cookies

Our Help Centre uses two types of cookies:

- An essential sign in cookie
- Matomo analytics cookies (_pk_id and _pk-ses).

We use these to:

- Sign in to the Help Centre
- Remember preferences

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- Improve website performance
- Analyse website usage.

Note: If you block cookies in the browser, your Help Centre sign in will not work.

Contact Us

If you have questions about this policy, please email our Helpdesk.

Changes to this Policy

We may update this Privacy Policy from time to time. Any updates will be published on this page and will take effect from the date they are posted.

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