

# Privacy Policy

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Last updated: 2026-02-24

## Overview

FutureIT Limited (“FutureIT”, “we”, “us”, or “our”) is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the New Zealand Privacy Act 2020 (“Privacy Act”).

By using our website or engaging our services, you agree to the practices described in this policy.

## What Personal Information We Collect

We may collect the following types of personal information:

### Contact and Identity Information

- Full name, job title, and company name
- Email address, phone number, and postal address
- Communication preferences

### Technical and Usage Information

- IP address and approximate location
- Browser type, device type, and operating system
- Pages visited, time on site, and referring URLs
- Search queries made within our website

### Service-Related Information

- Details about your IT environment and business needs provided via contact forms or onboarding
- Support tickets, correspondence, and service records
- Contract and billing information (for clients)

We collect this information when you:

- Fill out a form on our website (contact, enquiry, or support)
- Communicate with us by email, phone, or chat
- Become a client and receive our services
- Subscribe to our newsletter or updates

## How We Use Your Information

We use your personal information for the following purposes:

Purpose

Legal Basis

Responding to enquiries and providing quotes

Your request / legitimate interest

Delivering contracted IT services

Contractual necessity

Sending service updates and security alerts

Contractual necessity / legitimate interest

Sending marketing communications

Consent (you may opt out at any time)

Improving our website and services

Legitimate interest

Complying with legal obligations

Legal obligation

Fraud prevention and security

Legitimate interest

We will not use your information for purposes incompatible with those listed above without first obtaining your consent.

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## Disclosure of Personal Information

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We do not sell, rent, or trade your personal information. We may share it with:

### **Service Providers**

Third-party vendors who assist us in delivering our services, including cloud hosting providers, CRM systems, email platforms, and accounting software. These providers are contractually required to protect your information and may not use it for their own purposes.

### **Microsoft and Technology Partners**

A significant part of our service delivery involves Microsoft's platforms (Microsoft 365, Azure). Your data may be stored and processed within Microsoft's data centres, including in Australia and New Zealand, under Microsoft's enterprise data protection agreements.

### **Legal and Regulatory Requirements**

We may disclose personal information if required by law, court order, or a lawful request from a New Zealand government authority.

### **Business Transfers**

In the event of a merger, acquisition, or sale of assets, personal information may be transferred as part of that transaction. We will notify you before this occurs.

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## Data Security

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We take reasonable steps to protect your personal information from unauthorised access, loss, misuse, or disclosure. Our security measures include:

- Encrypted data transmission (TLS/HTTPS)
- Access controls and role-based permissions
- Regular security reviews and staff training
- Incident response procedures

No method of transmission over the internet is completely secure. While we use commercially reasonable

safeguards, we cannot guarantee absolute security.

If a notifiable privacy breach occurs, we will notify the Office of the Privacy Commissioner and affected individuals as required under the Privacy Act 2020.

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## Data Retention

We retain personal information for as long as it is needed for the purposes described in this policy, or as required by law:

- **Enquiries not leading to a contract**  
: 12 months
- **Client records**  
: 7 years after the end of the client relationship (for tax and legal purposes)
- **Website analytics**  
: Rolling 26-month window
- **Marketing opt-in records**  
: Until you unsubscribe or withdraw consent

When personal information is no longer required, we securely delete or anonymise it.

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## Your Rights

Under the Privacy Act 2020, you have the right to:

1. **Access**  
— request a copy of the personal information we hold about you
2. **Correction**  
— request correction of inaccurate or incomplete information
3. **Erasure**  
— in certain circumstances, request deletion of your information
4. **Portability**  
— receive your information in a structured, commonly used format
5. **Object**  
— object to processing based on legitimate interests
6. **Withdraw consent**  
— where processing is based on consent, withdraw it at any time

To exercise any of these rights, contact us at [privacy@futureit.co.nz](mailto:privacy@futureit.co.nz). We will respond within 20 working days as required by the Privacy Act.

If you are not satisfied with our response, you may complain to the [Office of the Privacy Commissioner](#).

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## Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve your experience and analyse traffic.

### Types of Cookies We Use

Type

Purpose

Duration

Essential

Site functionality, security

Session

Analytics

Google Analytics — page views, traffic sources

26 months

Preferences

Theme and language settings

12 months

You can control cookies through your browser settings. Disabling essential cookies may affect website functionality.

We use Google Analytics 4 with IP anonymisation enabled. Analytics data is processed under Google's privacy framework.

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## Third-Party Links

Our website may contain links to third-party websites, including vendors, industry resources, and Microsoft portals. We are not responsible for the privacy practices of those sites. We encourage you to read their privacy policies before providing any personal information.

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## Children's Privacy

Our website and services are directed at business users and are not intended for individuals under the age of 18. We do not knowingly collect personal information from children.

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## Changes to This Policy

We may update this Privacy Policy from time to time. The "Last Updated" date at the top of this page reflects the most recent revision. Material changes will be communicated by email to active clients or by a prominent notice on our website.

Continued use of our website or services after changes take effect constitutes acceptance of the updated policy.

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## Contact Us

For privacy-related questions or to exercise your rights:

**FutureIT Limited**

Privacy Officer

[privacy@futureit.co.nz](mailto:privacy@futureit.co.nz)

09 555 1234

Auckland, New Zealand

Alternatively, use the [contact form](#)

on our website.



















