

Privacy Policy 011

1. INTRODUCTION

01. Immersive Environments (“we,” “us,” “our”) is committed to protecting your privacy and handling personal information in accordance with the New Zealand Privacy Act 2020 (the “Act”). Personal information is information about an identifiable individual (a natural person).
02. This policy explains how we collect, use, store, and disclose personal information. It does not limit or exclude your rights under the Act. For more information on your rights, visit www.privacy.org.nz.

2. CHANGES TO THIS POLICY

01. We may update this policy by publishing a revised version on our website. Changes take effect from the date of publication. This policy was last updated on 14/05/2026.

3. COLLECTION OF PERSONAL INFORMATION

01. We may collect personal information:
 - a. Directly from you via registration forms, consent forms, subscription processes, website interactions, or other communications (e.g., email or phone).
 - b. From third parties where you have authorised this or where information is publicly available.
02. Whenever possible, we will collect personal information directly from you.

4. HOW WE USE YOUR PERSONAL INFORMATION

01. We may use your personal information for purposes including:
 - a. Verifying your identity.
 - b. Providing services or products to you.
 - c. Checking relevant medical information for services provided.
 - d. Ensuring the health and safety of volunteers.
 - e. Contacting you in case of emergency.
 - f. Marketing our services, including via electronic communications (e.g., email, text).
 - g. Billing and debt collection.
 - h. Responding to inquiries or complaints.
 - i. Protecting and enforcing our legal rights.
 - j. Any other purpose authorised by you or the Act.

5. DISCLOSURE OF PERSONAL INFORMATION

01. We may disclose your personal information to:
 - a. Businesses supporting our services, including IT service providers and data hosts.
 - b. Volunteer workers, for health, safety, and emergency purposes.
 - c. Regulatory authorities or other persons authorised by law.
 - d. Any person authorised by you.

6. PROTECTION AND STORAGE OF PERSONAL INFORMATION

01. We take reasonable steps to protect your personal information from loss, unauthorised access, or misuse.
02. Storage practices include:
 - a. Registrations stored in a secure Google Drive account accessible only to Immersive Environments.
 - b. Consent forms and valid photo IDs stored securely via WaiverForever.

7. ACCESS AND CORRECTION

01. You have the right to access and request corrections to your personal information, subject to certain grounds for refusal under the Act.
02. To exercise this right, email contact@eden-thomson.com with evidence of your identity and details of your request.

8. INTERNET AND WEBSITE USE

01. While we take reasonable security measures, providing personal information over the internet carries inherent risks.
02. Third-party websites linked from our site have their own privacy policies, and we recommend reviewing them before providing information.

9. COOKIES

01. We use cookies to monitor website usage and improve functionality. You may disable cookies via your browser, though some website features may not work.

10. MEDIA POLICY

01. At our events, we may capture photographs or video for promotional, marketing, and documentation purposes, including social media and our website.
02. Consent and Use:
 - a. Media will only be used if attendees have provided explicit consent. You can opt out at any time.
 - b. Signage and/or event registration forms will inform attendees that media may be recorded.
 - c. We will not use media of individuals who have expressly declined consent.
 - d. Media is stored securely and only accessible to Immersive Environments.
 - e. Media may be shared with authorised partners (e.g., event sponsors) for promotional purposes, with consent.

11. REQUEST FOR REMOVAL OF MEDIA

01. We respect your right to control images of yourself.
02. How to Request Removal:

- a. Requests can be made via email, written letter, or through our contact form and should include:
 - i. Name of the individual in the photo
 - ii. Description or location of the photo
 - iii. Contact information

- b. Assessment of Requests:
 - i. Requests are assessed promptly and fairly.
 - ii. If the photo is no longer needed for legitimate business, marketing, or archival purposes, it will be removed or anonymised.
 - iii. Removal may not apply if there is a lawful reason to retain the photo (e.g., legal obligations, archival purposes, or prior consent for ongoing publication).

- c. Timeframe:
 - i. Requests will generally be actioned within 20 working days. If more time is required, you will be notified.

- d. Removal Process:
 - i. Photos will be removed from websites, social media, or other publicly accessible materials.
 - ii. Archived or backup copies will also be reviewed and deleted or anonymised if practical.

- e. Notification:
 - i. Once a photo is removed, you will be notified.
 - ii. If a request is denied, you will be provided with reasons and information about your right to complain to the Privacy Commissioner.

- f. Contact for Media Removal:
 - i. Eden Thomson
Immersive Environments
contact@eden-thomson.com

12. CONTACT

01. For questions about this policy or to exercise your rights under the Act, contact us at:
contact@eden-thomson.com