

# Overseer Privacy Policy

*Last updated on 18-May-2018.*

We take our responsibility for your personal information seriously. In our privacy policy we (Overseer Limited) set out how we will handle personal information we collect about you through Overseer, our on-farm decision support software service.

In our privacy policy, “personal information” has the same meaning as in the Privacy Act 1993; that is information about an identifiable individual.

If you’re a user who enters or uploads information about others to Overseer, you must comply with your privacy law obligations to them. If you have a query concerning information about you that another user has entered or uploaded to Overseer, you can contact the user or us.

Farm data is not the same as personal information, but we take our responsibility for farm data just as seriously. The way we manage farm data is set out in our [terms of use](#).

We may change this privacy policy from time and time. When we do so we will publish an updated version on our website.

## What we collect

We collect personal information from you:

- when you register as an Overseer user
- when you are using Overseer and enter or upload information
- as you use the Overseer website, in the form of statistics about how you use the website.

## Why we collect it, and what we use it for

We collect and use your personal information for various purposes such as:

- to set up your profile to use Overseer
- to provide our services including third party integrated services
- to develop our understanding of our users’ preferences and interests in Overseer
- to assist us resolve technical support issues or other issues relating to Overseer as they arise
- for our internal research, development and optimisation of Overseer
- to let you know about surveys, our promotions and any marketing activities we may undertake from time to time (you may opt out at any time)
- to let you know about changes and updates to the Overseer website, services, our terms of use and this privacy policy
- to comply with laws both in New Zealand and overseas, where they apply, and
- to manage our relationship with you and exercise our rights under our terms of use for the Overseer website and/or Overseer.

If you don’t provide the information we ask for, this may mean you are unable to use Overseer.

## Sharing your personal information

We may provide your personal information to our employees, contractors, advisors, agents and third-party service providers, where we believe this is appropriate to help us with any of the purposes we have

outlined above. We will take reasonable steps to ensure that those recipients do not use that personal information for any other purpose.

We may release personal information when we believe this is appropriate for legal compliance and law enforcement (including to government agencies with statutory law enforcement responsibilities).

We may also release personal information to enforce or apply our terms of use, or protect our company, our users, or others.

We can release personal information to third parties as instructed by you and in other ways permitted by the Privacy Act.

## How we store your personal information

Your personal information will be stored in accordance with our obligations under the Privacy Act and we will take reasonable steps to ensure the security of your personal information.

Your personal information may be stored on servers in Australia owned by our computing infrastructure service provider (currently Amazon Web Services) under an account that we control.

## Right to access your personal information

To find out what personal information we hold about you, to get a copy of that information, and/or request corrections to that information as outlined in the Privacy Act, or for any further information about this privacy policy, please contact us at [helpdesk@overseer.org.nz](mailto:helpdesk@overseer.org.nz).

## Where we receive information about others from you

If you provide us with personal information about someone else, you must ensure that you are authorised to disclose that information to us, so that, without us taking any further steps required by applicable data protection or privacy laws, we may collect, use and disclose such information for the purposes we have described in this policy.

This means you must take reasonable steps when providing personal information so that the individual concerned is aware of and/or consents to this policy, including that:

- their personal information is being collected
- the purposes for which that information is being collected
- the intended recipients of that information
- the individual's right to obtain access to that information
- our identity, and how to contact us.

## Cookies

We may use cookies when you are on the Overseer website. Cookies are small blocks of text stored on your device. They allow us to recognise you (or rather, your internet browser) as you move around our site, and if you return to our site later. Cookies cannot read your hard drive or command your computer to perform any action.

Cookies may be used for security to help us identify you, to provide you with personalised features and for tracking traffic on our site. Any information we collect and share with third parties through cookies is aggregated and therefore anonymous (when shared with third parties, it does not include personal information which is likely to identify you).

You can prevent new cookies from being installed and delete existing cookies. The procedure depends on which browser you are using. For information on how to remove cookies check your internet browser. You may be unable to use Overseer unless you accept cookies.

## Analytics

To improve our website and services we may use patterns and other meaningful information gathered from website analytics tools. This may include the timing and frequency of your use of the Overseer website, your IP address, page requests, form requests, mouse click activity and other information that you voluntarily enter into the website.

In addition, we may use third party cookies from third party services such as Google Analytics and/or Microsoft Application Insights. These services give us insight into behavioural information relating to users interests in Overseer, on an anonymous and aggregate level. This helps us to understand browsing behaviour to give a better experience whilst using our services.

You can access Google's Privacy Policy [here](#) and Microsoft's Privacy Policy [here](#).