

TRISTRAM EUROPEAN LIMITED PRIVACY POLICY

Introduction

Tristram European Limited (“we”, “us”, “our”) is committed to protecting the privacy of the personal information of our current, former, and prospective customers and to complying with our obligations under the Privacy Act 2020 (New Zealand).

This Privacy Policy explains how we collect, use, hold, disclose, and otherwise process your personal information. It also outlines how you can contact us, access or correct your information, or make a complaint.

By providing us with your personal information (whether directly or indirectly), or by interacting with us (including via our website or digital platforms), you acknowledge and consent to this Privacy Policy.

If we are unable to collect, use, hold, or disclose your personal information as described in this policy, we may not be able to provide you with the full benefit of our products, services, or digital platforms.

What personal information we collect

The types of personal information we collect depend on the circumstances. This may include:

- Your name and contact details (address, email, phone numbers)
- Driver’s licence details (e.g. for test drives or purchases)
- Financial and credit information, including finance application details
- Vehicle information (registration number, VIN, service history, warranty records)
- Information about your interactions with us (purchases, enquiries, communications, feedback)
- Information relating to your dealings with manufacturers, distributors, and related entities
- Demographic information, interests, and preferences (where provided)
- Information from social media or public sources where you interact with us
- Website, customer portal, mobile application, and digital usage data (including cookies and analytics)
- Location-related information where relevant (e.g. roadside assistance requests)
- CCTV recordings where you visit our premises
- Information provided by third parties such as finance providers, insurers, service providers, and business partners
- Any other information you provide or that we are permitted or required to collect by law

How we collect personal information

We collect personal information in a variety of ways, including:

- Directly from you (in person, by phone, email, or online)
- Through your use of our website, customer portals, or mobile applications
- When you request information, book services, or purchase products
- When you participate in promotions, competitions, surveys, or marketing campaigns
- From manufacturers, distributors, and their related entities

- From finance providers, insurers, and roadside assistance providers
- From the Motor Vehicle Register (where authorised by law)
- From service providers, contractors, agents, and other third parties
- From publicly available sources and social media

Where reasonable and practicable, we collect personal information directly from you.

Indirect collection of personal information and notification

In some circumstances, we collect personal information about you from third parties rather than directly from you. These third parties may include manufacturers, distributors, finance providers, insurers, service providers, business partners, publicly available sources, and social media platforms.

Where we collect personal information about you from a third party, we will take reasonable steps to notify you of that collection in accordance with the Privacy Act 2020.

This notification will be provided as soon as reasonably practicable after we collect the information, or at the time of our first communication with you (whichever occurs first), unless an exception under the Privacy Act 2020 applies.

The notification will include, where required:

- the fact that we have collected your personal information
- the types of personal information collected
- the purpose for which the information has been collected
- the intended recipients of the information
- our name and contact details
- your rights to request access to and correction of your personal information

In some circumstances, we may not provide notification where permitted by law, including where:

- you are already aware that the information has been collected
- it is not reasonably practicable to provide the notification
- providing notification would prejudice law enforcement or the maintenance of the law
- an exception otherwise applies under the Privacy Act 2020

Nothing in this section limits our obligations under Information Privacy Principle 3 where we collect personal information directly from you.

Why we collect and use your personal information

We and our permitted recipients may collect, hold, use, and disclose your personal information for the following purposes (and related purposes you would reasonably expect):

- Providing and administering our products and services
- Managing vehicle purchases, servicing, warranties, recalls, and roadside assistance
- Facilitating finance, insurance, or trade account applications
- Communicating with you and responding to enquiries
- Maintaining customer records, service histories, and accounts
- Providing support in relation to your dealings with us and our partners

- Supporting the business operations of our partners, including manufacturers and distributors
- Conducting product development, market research, analytics, and customer surveys
- Generating aggregated data and insights about customer behaviour and service usage
- Marketing and promotional activities, including personalised offers
- Ensuring safety, compliance, and legal obligations
- Detecting, preventing, or investigating fraud or unlawful activity
- Improving our websites, systems, and customer experience
- Any other purpose disclosed to you or permitted by law

Who we share your information with

We may disclose your personal information to (each a “Permitted Recipient”):

- Our employees, contractors, agents, and service providers
- Related and affiliated companies
- Manufacturers, distributors, and authorised dealers
- Finance providers, insurers, and roadside assistance providers
- Marketing agencies, analytics providers, IT and data hosting providers
- Professional advisors (lawyers, accountants, auditors)
- Your employer (where your vehicle is part of a corporate or fleet arrangement)
- Government agencies, regulators, or law enforcement where required
- Any other parties you authorise or where disclosure is permitted or required by law

Permitted Recipients may also disclose your personal information to their own service providers where reasonably necessary for the purposes described in this policy.

In the event of a sale, transfer, or restructure of our business, your personal information may be transferred to the new owner or relevant third party.

Disclosure of personal information overseas

Some Permitted Recipients may be located outside New Zealand, including where systems, servers, or service providers are based offshore.

Where personal information is disclosed overseas, we will take reasonable steps to ensure it is protected in accordance with the Privacy Act 2020, including ensuring comparable safeguards are in place.

Cookies and digital technologies

We use cookies and similar technologies to:

- Enable website functionality
- Analyse website usage and performance
- Personalise your experience
- Support advertising and marketing, including retargeting

Third-party providers may use cookies and analytics tools to collect information about your interactions with our websites and display relevant advertising on other platforms.

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

Storage and security

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure through physical, technical, and administrative safeguards.

However, no system is completely secure. To the extent permitted by law, we are not liable for unauthorised access or breaches beyond our reasonable control.

You are responsible for maintaining the confidentiality of any passwords or access credentials we provide.

If a privacy breach occurs that is likely to cause serious harm, we will notify affected individuals and the relevant authorities as required by law.

How long we retain your personal information

We retain personal information for as long as necessary to fulfil the purposes for which it was collected and to meet legal, regulatory, and business requirements.

Some information may be retained in backup or archived systems where it is not readily accessible.

When no longer required, we will take reasonable steps to securely delete, destroy, or anonymise the information.

Marketing communications

We may contact you (including by email, phone, SMS, or other electronic means) with information about products, services, and offers from us or our partners that may be of interest to you.

You can opt out at any time by:

- Using the unsubscribe link in communications
- Contacting us directly

Access and correction

You have the right to request access to and correction of your personal information.

We may decline requests where permitted by law. A reasonable fee may apply where allowed.

Complaints

If you have concerns about how we handle your personal information, please contact us first.

If you are not satisfied, you may contact the Office of the Privacy Commissioner New Zealand.

Third-party websites

Our website may contain links to third-party websites. We are not responsible for their content or privacy practices. You access such sites at your own risk.

Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be available on our website.

Your continued use of our services constitutes acceptance of any updates.

Contact us

Privacy Officer
Tristram European Limited
Cnr Hillside & Wairau Rd, Takapuna, North Shore
P.O Box 300-378, Albany, Auckland

Email: privacy@tristrameuropean.co.nz
Phone: 09 441 0090

1/05/2026