Privacy Policy

ANGELS Inside'N'Out Ltd | Last updated September 2026

ANGELS Inside'N'Out Ltd ("ANGELS", "we", "us" or "our") respects your privacy and is committed to protecting the personal information entrusted to us. This policy explains how we collect, use, store, protect and disclose personal information when you visit our website, request a quote, engage our services or otherwise interact with us. We manage personal information in accordance with the Privacy Act 2020 and the Information Privacy Principles applicable in New Zealand.

1 Information We May Collect

Depending on how you interact with ANGELS, we may collect:

- Your name, phone number, email address, residential or business address, and billing details.
- Quote and service details, property access instructions, correspondence, feedback and complaints.
- Photographs and records of requested or completed work, and payment or transaction information.
- Information provided through our website, forms or social media, and technical information such as IP address, browser, cookies and website usage where applicable.

We aim to collect only information reasonably necessary for our business activities and services.

2 How We Collect Personal Information

We generally collect information directly from you when you contact us, request a quote, book a service, complete a form, communicate with us, make a payment or leave feedback. We may also receive information from a property manager, business, landlord, real estate professional, contractor, family member or someone arranging services on your behalf. Where required by the Privacy Act 2020, we will take reasonable steps to inform you about indirectly collected information, including why we collected it and how it will be used.

3 Why We Collect and Use Your Information

We use information to respond to enquiries; prepare quotes; arrange and deliver cleaning, windows, lawns, gardens and property care; communicate about jobs; safely access properties; manage relationships, payments, accounts, invoices and records; address feedback and complaints; operate and improve our website and services; protect people and property; meet legal, tax, accounting and insurance obligations; and send marketing where permitted by law. You may choose not to provide information where practical, but we may be unable to quote or provide a service without information necessary for that purpose.

4 Property Access and Security Information

Access information may include keys, gate or alarm codes, lockboxes, pets and other instructions. We collect and use it only where reasonably necessary and restrict access to authorised employees or contractors who need it for the work. We take reasonable steps to protect it from unauthorised access, use or disclosure.

5 Photographs and Images

We may photograph a property or work for quoting, condition records, completion records, quality control, service queries, insurance matters or appropriate business records. We take reasonable care to avoid capturing people, private documents or unrelated information unnecessarily. We will obtain appropriate permission before using identifiable images of a customer's home, property, business or belongings in public marketing where the use could reasonably identify them or the property.

6 Sharing Personal Information

We do not sell personal information. Where reasonably necessary, we may share it with employees and contractors, accountants and professional advisers, payment and accounting providers, website, email, IT, marketing and customer management providers, insurers, legal advisers, debt collection providers, and public agencies where required or permitted by law. We take reasonable steps to use reputable providers and ensure information processed for us is handled appropriately.

7 Overseas Service Providers

Some cloud and technology providers may store or process information outside New Zealand. Where we disclose personal information overseas, we take reasonable steps to comply with New Zealand privacy law and apply appropriate safeguards where required.

8 Marketing Communications

Where permitted by law, we may send information about our services and offers. You can unsubscribe from electronic marketing using the option provided or by contacting us. We may still send necessary messages about an existing enquiry, booking, service or account.

9 Website Cookies and Analytics

Our website may use cookies and similar technologies for functionality, analytics, performance and advertising measurement, including third-party hosting, analytics, search or social media platforms. You can usually manage cookies through your browser settings; disabling them may affect some features.

10 How We Protect Personal Information

We use reasonable safeguards against loss, misuse and unauthorised access, disclosure, alteration or destruction. These may include restricted access, protected accounts and devices, secure business systems, confidentiality expectations, physical record handling and incident response. No electronic system is completely secure.

11 How Long We Keep Information

We keep information only as long as reasonably needed for its purpose, legitimate business requirements or legal, tax, accounting, insurance and record-keeping duties. When no longer required, we take appropriate steps to securely delete, destroy or anonymise it where practicable.

12 Accessing or Correcting Your Information

You may request access to personal information we hold about you or ask us to correct it under the Privacy Act 2020. Contact our Privacy Officer below. We may verify your identity before providing access.

13 Privacy Breaches

We assess, contain and manage suspected privacy breaches. Where a breach has caused or is likely to cause serious harm, we notify the Office of the Privacy Commissioner and affected individuals as required by law.

14 Privacy Officer and Contact Details

For privacy questions, access or correction requests, or complaints, contact our Privacy Officer:

Operations Manager Cedric Borlase

ANGELS Inside'N'Out Ltd

angelsinsidenout@outlook.com

027 726 4357

2 Vista Terrace, Hamilton, New Zealand

https://www.angelsinsidenout.co.nz/

You may also contact the Office of the Privacy Commissioner | Te Mana Mātāpono Matatapu if you believe your privacy rights have been breached.

15 Changes to This Privacy Policy

We may update this policy to reflect changes to our practices, services, technology or legal obligations. The current version and its update date will be published on our website.