

PRIVACY POLICY
LA RIQUEZA GLOBAL SHOP NZ

Effective Date: 30th June 2026

1. ABOUT THIS PRIVACY POLICY

1.1 La Riqueza Global Shop NZ (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 2020 and other applicable New Zealand privacy laws.

1.2 This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you:

- visit our Website;
- create an account;
- place an order;
- contact our customer support team;
- subscribe to marketing communications;
- participate in promotions or competitions; or
- otherwise interact with us.

1.3 By using our Website or providing your personal information, you acknowledge that your information will be handled in accordance with this Privacy Policy.

2. WHAT PERSONAL INFORMATION WE COLLECT

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

2.1 Identity Information

- Full name
- Date of birth (where required)
- Business name (if applicable)

2.2 Contact Information

- Email address
- Telephone number
- Delivery address
- Billing address

2.3 Order Information

- Products purchased
- Order history
- Delivery instructions

- Returns and warranty claims

2.4 Payment Information

Payments are processed securely through third-party payment providers.

We do **not** store your complete credit card or debit card details on our systems.

2.5 Technical Information

When you visit our Website, we may collect:

- IP address
- Browser type
- Device information
- Operating system
- Website usage data
- Cookies and similar technologies

2.6 Communications

We may keep records of:

- emails;
- website enquiries;
- live chat conversations;
- social media messages;
- customer service interactions.

3. HOW WE COLLECT INFORMATION

We collect information:

- directly from you;
- when you place an order;
- when you create an account;
- when you subscribe to our newsletter;
- when you contact us;
- through cookies;
- through website analytics;
- from payment providers;
- from freight providers;
- from publicly available sources where permitted by law.

4. WHY WE COLLECT YOUR INFORMATION

We collect personal information to:

- process and fulfil orders;
- verify payments;
- deliver goods;
- provide customer support;
- process returns and refunds;
- administer warranties;
- communicate with customers;
- improve our products and services;
- maintain website security;
- prevent fraud;
- comply with legal obligations;
- conduct internal business administration.

5. MARKETING COMMUNICATIONS

5.1 With your consent, we may send promotional emails, newsletters, product updates and special offers.

5.2 You may unsubscribe from marketing communications at any time by:

- clicking the unsubscribe link in our emails; or
- contacting us directly.

5.3 We will not continue sending marketing communications after you have withdrawn your consent, except where otherwise permitted by law.

6. WHO WE SHARE INFORMATION WITH

We may disclose your personal information where reasonably necessary to:

- manufacturers;
- suppliers;
- fulfilment partners;
- freight providers;
- courier companies;
- payment processors;
- website hosting providers;
- cloud service providers;
- IT support providers;
- professional advisers;

- insurers;
- government agencies where required by law.

We require service providers to handle personal information appropriately and only for authorised purposes.

7. OVERSEAS DISCLOSURE

Because some products are supplied by international manufacturers and fulfilment partners, your personal information may be disclosed to organisations located outside New Zealand where reasonably necessary to process or deliver your order.

Where practicable, we take reasonable steps to ensure overseas recipients protect your personal information in a manner that provides comparable safeguards to those required under the Privacy Act 2020.

8. COOKIES AND WEBSITE ANALYTICS

Our Website may use cookies and similar technologies to:

- remember your preferences;
- improve website performance;
- analyse visitor behaviour;
- personalise content;
- measure advertising effectiveness.

You can manage cookies through your browser settings, although disabling cookies may affect certain Website functionality.

9. SECURITY OF YOUR INFORMATION

We take reasonable technical, administrative and physical safeguards to protect personal information against:

- unauthorised access;
- misuse;
- loss;
- alteration;
- disclosure;
- destruction.

However, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

10. RETENTION OF PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary to:

- fulfil the purposes described in this Privacy Policy;
- comply with legal obligations;
- resolve disputes;
- enforce our legal rights.

When information is no longer required, we take reasonable steps to securely delete or de-identify it.

11. YOUR PRIVACY RIGHTS

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

- request access to your personal information;
- request correction of inaccurate personal information;
- withdraw consent where processing is based on consent;
- make a complaint regarding the handling of your personal information.

Some requests may be subject to exceptions permitted by law.

12. THIRD-PARTY WEBSITES

Our Website may contain links to third-party websites.

We are not responsible for the privacy practices or content of those websites.

We encourage you to review the privacy policies of any third-party websites you visit.

13. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time.

The latest version will always be published on our Website together with its effective date.

14. CONTACT US

If you have any questions about this Privacy Policy or wish to exercise your privacy rights, please contact us:

La Riqueza Global Shop NZ

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