



Sage Crew Limited T/A The Moss Crew

Hawke's Bay, New Zealand • Mobile: 022 626 3321
Email: info@mosscrew.co.nz • www.mosscrew.co.nz

PRIVACY POLICY

Sage Crew Limited T/A The Moss Crew is committed to protecting your privacy in accordance with the Privacy Act 2020 (NZ).

1. Information We Collect

We may collect personal information including your name, email address, phone number, property address, and payment details when you:

- Request a quote or roof assessment
- Contact us via phone, email, or our website contact form
- Engage us for Works
- Subscribe to updates or promotions

2. How We Collect Information

We collect information directly from you (forms, phone calls, email) and automatically via cookies and analytics tools (e.g. Google Analytics) when you visit our website.

3. Why We Collect Information

We use your information to:

- Provide quotes and carry out roof treatment Works
- Process payments and invoicing
- Communicate with you about bookings, follow-ups, and warranty inspections
- Improve our services and website
- Send marketing communications (only with your consent, and you may opt out at any time)

4. Sharing Your Information

We do not sell your personal information. We may share it with:

- Subcontractors performing Works on our behalf
- Credit reporting or debt collection agencies, where payment is overdue
- Related companies within Sage Crew Limited (Membrane Roof Coating, ColourMix Painters, SJ Trade Group)
- Service providers (e.g. accounting, IT, website hosting)
- Authorities, where required by law

5. Data Storage & Security

We take reasonable steps to protect your personal information from loss, misuse, or unauthorised access. Data is stored securely and retained only as long as necessary for business or legal purposes.

6. Cookies

Our website may use cookies to improve your browsing experience and gather anonymous analytics. You can disable cookies through your browser settings.

7. Your Rights

Under the Privacy Act 2020, you have the right to access and request correction of personal information we hold about you. To make a request, contact us at info@mosscrew.co.nz.

8. Changes to This Policy

We may update this policy from time to time. Changes will be posted on this page.

9. Contact Us

Sage Crew Limited T/A The Moss Crew
Hawke's Bay, New Zealand
Mobile: 022 626 3321
Email: info@mosscrew.co.nz
www.mosscrew.co.nz