



OneReg Privacy Policy

Welcome to OneReg!

OneReg ("We", "Us", "Our") is committed to protecting and respecting your privacy. This policy explains how we collect, use, store, and protect information about you in accordance with the New Zealand Privacy Act 2020 (the "Act") and the UK and EU General Data Protection Regulation (GDPR) where applicable.

WHO WE ARE

OneReg is a New Zealand company providing aviation compliance and safety management software services. This Policy also applies to our wholly owned subsidiaries.

For more information regarding our data protection practices please contact privacy@onereg.com

REASONS FOR COLLECTING INFORMATION ABOUT YOU

We are a software service provider with the vision to simplify aviation compliance and safety management processes. We therefore rely on contract performance as our lawful basis to process your information for the following purposes:

- To establish and manage user accounts
- To manage service delivery and project completion
- To process payments and invoicing
- To manage customer accounts and service history
- To communicate about specific projects or services
- To verify your identity

In certain other cases, we rely on our legitimate interest to process personal data, as per the below. In such instances, we have ensured that we have undertaken an appropriate assessment and where relevant, an appropriate balancing test to ensure your rights to private life are not inappropriately invaded.

- Website functionality and user experience improvement
- Internal business analytics and reporting
- Fraud prevention and security monitoring
- Network and information systems security
- Business development and strategic planning
- Quality assurance and service improvement
- Supplier and contractor relationship management

In limited circumstances, we'll request your consent to process your personal data. With your consent we will:



- Insert optional website cookies (non-essential)
- Offer participation in surveys or market research
- Share data with selected third parties for marketing purposes

As a legal entity, we have legal obligations we need to fulfil. We will process your personal data to fulfil our obligations related to:

- Compliance with accounting and tax requirements
- Anti-money laundering checks
- Regulatory reporting requirements
- Responding to lawful requests from authorities
- Record keeping for compliance purposes

We will only process your personal data under the legal basis of vital interests when:

- Emergency situations where health and safety are at risk
- Safeguarding concerns involving vulnerable individuals

We will rely on our legitimate interests to market our services to companies we believe would benefit from our services.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process personal data during our relationship with you. Typically, we need information as set out below.

Information we may collect	Examples of personal data
Basic personal details for account administration	Identity Data: Name and surname and title Contact Data: Address, email address, telephone number Communications data: Records of correspondences with us
Payment processing	Financial Data: banking details, billing information
Existing Customer Marketing	Your preference for receiving marketing communications
Information from your device	Technical Data: IP address, browser type and version, operating system, device information Usage Data: Website navigation patterns, page response times, download errors, visit duration
Information from Third Parties	Business Partners: Service referrals and specifications Payment Providers: Transaction confirmation and fraud prevention data



Information we may collect	Examples of personal data
	Regulatory Bodies: Compliance verification data

HOW WE COLLECT INFORMATION DIRECTLY FROM YOU

We collect information from you when:

- You create an account on the OneReg platform, including registration details and profile setup
- You generate or submit service requests
- You fill out forms on our website or in the OneReg platform
- You contact us for any reason (e.g. support queries, service modifications) by phone, email and/or any social media platforms
- You update your account information or service preferences through your user profile
- You provide additional requirements during the service process

Information we receive from other sources

- We may receive information about you if you use any of the other websites we operate or the other services we provide.
- We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers) and may receive information about you from them.

WHO WE MAY SHARE YOUR INFORMATION WITH

We may share your information within our organisation to Our employees and contractors who need access to perform their duties.

We may share your information with our service providers such as:

- IT service providers
- Payment processors
- Professional advisors (legal, auditing, consulting)
- Customer support providers
- Analytics providers

We may have to share your information to law enforcement agencies, regulatory bodies and/or courts and tribunals including:

- Privacy regulators



- Financial regulators
- Tax authorities
- Civil aviation safety authorities

We may share your information if we sell or buy any business or assets to the prospective seller or buyer of such business or assets. If we or substantially all our assets are acquired by a third party, in which case personal data we hold will be one of the transferred assets.

RECRUITMENT

As an external applicant, we collect and use the personal details you share—like your CV, contact info, experience, and any notes from interviews—to help us get to know you and see if we’re a good match. We’ll treat your data with care and follow all the rules around privacy and protection, keeping it only as long as we need to for our hiring process.

PROFILING AND AUTOMATED DECISION MAKING

We may use automated decision-making in the following circumstances:

Fraud Detection

Fraud detection aims to identify and prevent unauthorized or suspicious activities within accounts and transactions. It employs automated analysis of transaction patterns and behavioural data to spot irregularities. This process is crucial for safeguarding your account and may lead to temporary restrictions or blocking of transactions if suspicious activity is detected. You retain the right to request a manual review and to receive an explanation of any decisions made by the automated systems to ensure transparency and fairness.

MARKETING

We may use your personal information to send you marketing communications about our services, including:

- New service offerings and capabilities
- Special promotions and discounts
- Industry insights and compliance resources
- Invitations to events and webinars
- Customer newsletters and updates

We have ensured an easy method of managing your marketing preferences whereby you can unsubscribe or manage your preferences by using the options linked in every email.

If you have any questions, please contact privacy@onereg.com.

COOKIES



Cookies are small text files that get placed on your device when you visit a website. They help websites remember your preferences, keep things running smoothly, and improve your overall experience.

We use cookies to:

- Ensure our website works as expected
- Remember your preferences (like language or region)
- Analyse how people use our site so we can make improvements
- Deliver relevant content and marketing

Some cookies are set by us (first-party cookies), and others may be set by trusted third-party providers (like analytics or embedded services).

We use Strictly Necessary cookies which are required to enable basic features of Our site, which are essential for site features and security and don't require your consent. These cookies do not store any personally identifiable data.

Where we use other cookies, this will be communicated explicitly and you will have the option to opt-out of any cookies that are not Strictly Necessary.

TRANSFERRING INFORMATION ABOUT YOU OVERSEAS

We store your personal data on our secure servers located in New Zealand and Australia, or at another location agreed by the data controller.

Some of our staff or suppliers who work outside New Zealand/the European Economic Area (EEA) may need to access your personal data to:

- Complete your service orders
- Process your payments
- Provide customer support services

We are committed to keeping your personal data safe and therefore we have conducted the appropriate risk assessments and implemented the appropriate safeguards and transfer mechanisms such as Standard Contractual Clauses (SCCs) or adequacy decisions where the country does not have adequate protection status. All international processors are contractually bound to equivalent data protection standards.

We have taken all reasonable security and organisational measures to ensure your personal data is kept safe and secure.

HOW LONG WE KEEP INFORMATION ABOUT YOU

We'll hold the information on our system for as long as is necessary for the relevant activity, or as long as is needed to meet our contractual, legal and accounting obligations.

For further information, kindly contact privacy@onereg.com regarding our Retention Policy.



YOUR DATA SUBJECT RIGHTS

You have the following rights regarding your personal data we process:

Right	Description
Right to access	You can request copies of your personal data and information about how we process it.
Right to Rectification	You can request correction of inaccurate or incomplete personal data to ensure we have the correct information.
Right to Erasure	If you want to be forgotten, you can request we delete your personal data. This applies to information we hold about you we no longer need, or you have decided to withdraw consent (where consent is the lawful basis).
Right to Restrict Processing	You can ask us to stop using information you've queried while we deal with your query.
Right to Data Portability	You have the right to request a copy of the information you've given to a company under a contract or with your explicit consent. The copy must be provided to you in a structured, commonly used and machine-readable format.
Right to object	You may want to ask us to stop using your information, including direct marketing. Please note that in some circumstances this right does not apply, for example where we have a legal obligation to do so.
Right to Complain	Lodge a complaint with the relevant supervisory authority if they believe their personal data has been processed unlawfully or their data protection rights have been violated.

If you'd like to put any of your rights into effect, please contact:

- **Local Representative:** privacy@onereg.com
- **Legal Department:** legal@onereg.com

The requests are free; however, we may charge reasonable fees for manifestly unfounded or excessive requests.

We may also request proof of identity before processing your request.

RIGHT TO COMPLAIN

You have the statutory right to raise concerns about how we handle your personal data. We are committed to resolving any issues promptly and fairly.



Contact us directly at privacy@onereg.com with "**Privacy Complaint**" in the subject line. Please include the nature of your concern, what outcome you're seeking, and any relevant dates or reference numbers to help us understand and address your issue quickly.

We aim to resolve your complaint within 30 days however, if you are not satisfied that your complaint has been resolved you can contact your local supervisory authority.

We encourage you to contact us first so we can try to resolve your concerns directly.

KEEPING INFORMATION UP TO DATE

We rely on you to keep your personal information accurate and up to date so we can provide you with the best possible service, ensure we can contact you when necessary, process payments correctly, and comply with our legal and regulatory obligations.

Please notify us promptly of any changes to:

- Your contact details including postal address, email address, and telephone numbers
- Your business information such as company name, registration details, or key personnel changes
- Your service requirements including compliance needs or accessibility requirements
- Your communication preferences for how and when you'd like us to contact you

CHILDREN'S PRIVACY

Our services are not directed to individuals under 16. However, as part of the services we offer, which may include incident reporting, children's personal data maybe collected.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

For significant changes:

- We will notify you by email (where we have your email address)
- For European users, we will obtain new consent where required by law

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to: privacy@onereg.com

This Privacy Policy is effective from 1st September 2025.