



Privacy Policy

DC Refrigeration Ltd - Version 1.0 - Effective 30 September 2026.

This Privacy Policy explains how DC Refrigeration Ltd collects, uses, stores and discloses personal information in connection with its commercial HVAC, air-conditioning and refrigeration services, website enquiries, quotations, service work, maintenance programmes and business-development activities.

1. Information we may collect

Contact information including name, business name, role, email and telephone; information supplied through website forms, email, telephone, quotations, job requests, service reports and maintenance records; site/equipment information including equipment details, fault history, photographs, service notes and access information; billing/account information; technical website information such as IP address, browser/device information and website usage data where analytics or security tools are enabled; and business contact information obtained from publicly available sources for legitimate business-development purposes.

2. Why we collect and use information

To respond to enquiries and prepare quotations; schedule, perform and record commercial HVAC and refrigeration services; administer preventative-maintenance programmes and customer accounts; communicate about jobs, equipment, service requirements, warranties and follow-up work; improve the website, customer service and business operations; comply with legal, health and safety, accounting and regulatory requirements; and, where lawful, contact relevant businesses about DC Refrigeration services reasonably related to their business activities.

3. Direct and indirect collection

Where we collect personal information directly from you, we will take reasonable steps to explain why it is being collected and how it will be used. Where we collect identifiable business-contact information from another source, including a publicly available source, we will comply with the Privacy Act 2020 requirements that apply to indirect collection, including Information Privacy Principle 3A where applicable.

DC Refrigeration uses 41c Chivalry Rd, Glenfield, Auckland as its business/privacy contact address for legal and privacy notices where an address is required. The address does not need to be displayed elsewhere on the general website.

4. Marketing and commercial electronic messages

DC Refrigeration may identify prospective commercial customers using publicly available business information, including business websites, public directories and publicly available professional or business social-media pages. The prospecting workflow is intended to record the source of contact information, check whether the contact is relevant to the recipient's business role, avoid addresses that state unsolicited approaches are not wanted, and maintain a suppression list for people or businesses that opt out. Commercial electronic messages will identify DC Refrigeration and provide a functional unsubscribe method. Unsubscribe requests will be actioned in accordance with applicable New Zealand law.

5. Disclosure of information

We may disclose information where reasonably necessary to employees, contractors or subcontractors involved in providing the requested service; equipment manufacturers, suppliers or warranty providers where needed for parts, technical support or warranty claims; accounting, IT, website-hosting, email, CRM or professional service providers acting for DC Refrigeration; insurers, legal advisers, debt-recovery providers or regulators where reasonably necessary; and other parties where authorised or permitted/required by law.

6. Overseas service providers

Some technology providers used for website hosting, email, analytics, CRM or cloud storage may process information outside New Zealand. DC Refrigeration will take reasonable steps required by the Privacy Act when disclosing personal information overseas.

7. Security and retention

DC Refrigeration will take reasonable steps to protect personal information against loss, unauthorised access, misuse or disclosure. Information will be retained only for as long as reasonably required for the purpose for which it was collected, to maintain service and warranty records, or to meet legal, accounting or regulatory obligations.

8. Access and correction

You may ask whether DC Refrigeration holds personal information about you, request access to that information, and ask for it to be corrected where appropriate.

9. Cookies and analytics

The website is intended to use Google Tag Manager as the tag-management layer, together with Google Analytics 4, Google Ads conversion tracking and Meta Pixel for website analytics, campaign measurement and conversion reporting. Non-essential analytics and marketing tags will be controlled through a privacy/cookie preference mechanism. Tracking may record information such as page views, device/browser information, approximate location, referral source, campaign parameters and interactions such as quote-form submissions, click-to-call and click-to-email actions. DC Refrigeration does not use the website to process payments or store payment-card details.

10. Complaints

Privacy questions, access or correction requests, or complaints should first be sent to the Privacy Officer - DC Refrigeration Ltd. If a privacy concern cannot be resolved, an individual may contact the New Zealand Office of the Privacy Commissioner.

Contact:

DC Refrigeration Ltd

Privacy Officer - DC Refrigeration Ltd

Email: dan@dcrefrigeration.co.nz

Phone: [027 525 2788](tel:0275252788)

Privacy/legal contact address: 41c Chivalry Rd, Glenfield, Auckland.