

Privacy and Cookie Policy

Effective Date: 5th Sep 2025

Last Updated: 5th Sep 2025

This Privacy Policy explains how Creative Coast Limited ("we", "us", "our") collects, uses, discloses, and protects your personal data when you use our services.

We are committed to safeguarding your privacy under the New Zealand Privacy Act 2020 and the EU General Data Protection Regulation (GDPR).

1. WHO WE ARE

This website is operated by:

Creative Coast Limited

3 Harris St, Pukekohe, 2340, New Zealand

Email: hello@creativecoast.co.nz

We are the "data controller" of your personal information for purposes of data protection law.

2. WHAT INFORMATION WE COLLECT

We collect the following categories of data:

- **Direct inputs:** name, email, phone, company, scheduling details via forms or Calendly bookings.
 - **Automatically:** IP address, browser, device info, pages viewed, via cookies, Google Analytics, pixels.
 - If you're booking through Calendly, that service collects your data per its own policies. Calendly acts as a processor under its Data Processing Addendum
-

3. HOW WE USE YOUR INFORMATION

We use your data to:

- Analyze website usage to improve services
 - Advertise or social-manage content (Meta tracking and pixels).
 - Respond to contact and support requests
 - Enforce our Terms of Use and comply with law
-

4. LEGAL BASES FOR PROCESSING

Under GDPR, we rely on these legal bases:

- **Consent** – For email marketing, cookies, and some analytics
 - **Legitimate interests** – To improve our platform and user experience
 - **Legal obligation** – To comply with regulatory requirements
-

5. SHARING YOUR DATA

We may share your personal data with:

- **Calendly**, to manage bookings under strict data-processing terms .
- **Google Analytics** and **Meta**, for analytics and ads, with anonymisation where possible.
- **Other service providers** (e.g. hosting, email tools), all contractually obligated to protect your data.
- **Legal bodies**, if required by law or to defend our rights.

We never sell or rent your personal data to third parties.

6. INTERNATIONAL DATA TRANSFERS

Your data may be transferred and stored outside of New Zealand or the EU. Where we do this, we ensure safeguards such as:

- Standard Contractual Clauses (SCCs) for EU transfers
 - Data processing agreements with all third-party providers
-

7. RETENTION OF YOUR DATA

We keep your data for only as long as necessary:

- **Analytics Data:** Aggregated and anonymized for long-term reporting
- Calendly and other providers retain their own data per their policies

You may delete your account or request deletion of your data at any time.

8. YOUR RIGHTS UNDER GDPR

If you're in the EU, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate or outdated data
- Delete your personal data ("right to be forgotten")
- Restrict or object to how we use your data
- Receive a copy of your data in a portable format
- Withdraw consent (where processing is based on consent)

To exercise your rights, email us at hello@creativecoast.co.nz.

9. COOKIES & TRACKING

- We use cookies and pixels (e.g. Google Analytics, Meta) for site function, analytics, and advertising.
- Calendly also uses cookies on booking pages.

You may disable cookies in your browser, but some features may stop working.

You can opt out of Google Analytics [here](#).

10. CHILDREN'S PRIVACY

Our site is not intended for users under the age of 13 (or 16 in some jurisdictions). We do not knowingly collect data from children.

If you believe a child has provided personal information, contact us immediately, and we will delete it.

11. SECURITY

We implement reasonable administrative, technical, and organizational safeguards to protect your data.

However, no system is 100% secure, and we cannot guarantee absolute protection.

12. EXTERNAL LINKS

We may link to third-party websites. We are not responsible for their content or privacy practices.

Please review their privacy policies before submitting data.

13. SOCIAL MEDIA & SHORTENED LINKS

We may share content through social platforms and use shortened URLs.

Use caution before clicking such links and verify the source.

14. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Major changes will be notified to users via email or on the website.

15. CONTACT US

To ask questions, exercise your rights, or make a privacy complaint, contact:

Creative Coast Limited

3 Harris St, Pukekohe, 2340, New Zealand

Email: hello@creativecoast.co.nz