

# SKILLZEA PRIVACY POLICY

**Version:** February 17, 2023

## INTRODUCTION

The privacy policy of Skillzea Limited (“**Skillzea**”) is set out below. The current version of Skillzea’s privacy policy can be located at: [www.skillzea.net/privacy](http://www.skillzea.net/privacy). The privacy policy is incorporated into and forms part of your agreement with Skillzea. Capitalised terms used herein (but not defined in this privacy policy) have the meaning described in Skillzea’s Terms of Service Use located at [www.skillzea.net/terms](http://www.skillzea.net/terms).

Skillzea is a New Zealand company and therefore complies with New Zealand laws and regulations when dealing with personal information. Personal information is information about an identifiable individual (a natural person). This policy does not limit or exclude any of your rights under applicable laws and regulations. If you wish to seek further information about New Zealand’s privacy laws, please refer to: [www.privacy.org.nz](http://www.privacy.org.nz).

Skillzea respects your privacy and is committed to protecting your privacy. All the personal information that you provide to Skillzea is held with care. We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

When you interact with Skillzea you will have to share personal information. For example, you will need to share personal information with Skillzea to use the Skillzea services or, generally, to communicate with Skillzea. If you are unwilling to share personal information with Skillzea then you may not be able to use the Skillzea services (or some of its functionality) and you may not be able to have an effective communication or interaction with Skillzea.

Skillzea asks you to please review this privacy policy so that you can understand Skillzea’s privacy practices and how we will treat your personal information. Please send any questions that you have about this privacy policy to [privacy@skillzea.net](mailto:privacy@skillzea.net).

Skillzea may change this privacy policy by uploading a revised privacy policy onto the Skillzea website. The change will apply from the date that we upload the revised privacy policy.

Skillzea relies on third-party service providers to operate its business and to deliver the Skillzea services. Therefore, Skillzea will need to share your personal information with third parties for example: third-party service providers performing payment processing, database hosting, cloud hosting services, email hosting, geo-location and mapping, and chat and video functions. This privacy policy describes when Skillzea may share your personal information with third parties.

Skillzea wants to assure you that Skillzea will not sell your personal information to any third party (except solely where Skillzea has a business reorganisation or Skillzea’s business assets are purchased, in which case Skillzea would ensure that your privacy continues to be protected by the entity taking over control of your personal information).

This privacy policy sets out:

1. how personal information may be collected,
2. what personal information may be collected,
3. how your personal information may be used,
4. when your personal information may be disclosed,
5. how to access and correct your personal information,
6. how your personal information will be protected,
7. how cookies are used,
8. how to contact Skillzea.

## **HOW PERSONAL INFORMATION MAY BE COLLECTED**

The privacy policy applies to the personal information Skillzea holds about you regardless of how Skillzea collects or receives it, or how you interact with us. For example, Skillzea may collect personal information that you provide to Skillzea including:

- when you register or subscribe for any Skillzea service,
- when you enter information into forms,
- through Skillzea's website, application or service,
- by telephone, social media, email or other communications,
- at events, or when you meet with anyone on the Skillzea team,
- when you participate in a survey or promotion,
- when you apply for a role with Skillzea, or request any information from Skillzea, and/or
- otherwise verbally or in writing to anyone on the Skillzea team.

Skillzea may record some calls or save text-based communications for training and quality purposes to help to evaluate Skillzea's performance and to better understand the needs of users.

Skillzea may also collect personal information about you from third parties when Skillzea is permitted to do so (for example, if you have authorised that to happen), or the information is publicly available. In addition, personal information may be collected automatically (for example, usage data, device data, error reports, cookies, analytics), as described later in the privacy policy.

## **WHAT PERSONAL INFORMATION MAY BE COLLECTED**

Examples of the types of personal information that Skillzea may collect are:

- name, address(es), email address(es), phone number(s), address(es), social media accounts, date of birth, proof of identity,
- job title, company, skills, qualifications, proof of qualifications,
- photos / images / video or other media about you or the skills you perform, search for or have an interest in,

- payment, banking and credit information,
- device(s) and IP address(es), and
- details of your usage of the Skillzea website, application, and services such as, but not limited to:
  - transaction details: including date, time, users involved and each user's role in the transaction, skill type, amount quoted, acceptance/rejection of quote, location(s), photos / images / video or other media shared with another user or generated through the use of the Skillzea service etc.,
  - call history,
  - feedback given and received,
  - support messages and calls,
  - search history.

Although it may not be compulsory for you to provide Skillzea with every item of personal information that is requested, Skillzea will be better able to provide the Skillzea service, or respond to you, if complete and accurate information is provided when requested.

When you use Skillzea's service (including through the Skillzea website and/or application), Skillzea may collect specific data automatically:

- **Usage Data** – Skillzea may collect usage data about activities such as:
  - How many searches you perform over time and the topics of your searches,
  - How many transactions you have with other users and how many result in payments or are unsuccessful,
  - How many interactions you have with Skillzea for support,
  - How many ratings you give and receive and the levels of such ratings,
  - How often you update your skills and how many skills you add/remove over time,
  - How often you message Skillzea using social media,
  - 'offering a skill', 'add skills', 'find a Skiller', 'agree on payment terms', and for rating activities.
  
- **Device Data** – Skillzea may collect information that your Internet browser or the Skillzea application transmits to us about you, and the device you are using, such as the device type, operating system and version, processor, memory, camera, network configuration, region, language, time zone, location, application version and/or browser version. The Skillzea service has certain minimum technical specification requirements for the device and Internet browser you use. Collecting this information will help Skillzea to diagnose potential issues you might experience using the service as a result of using a device or Internet browser that does not meet these requirements.
  
- **Error Reports** – Skillzea may collect information about your experience using our service and any problems you experience. Depending on the service you use and your settings, error reports may include data such as the type or severity of the problem, details of the software or hardware related to an error, contents of files you were using when an error occurred and the current state of the software.

When you visit the Skillzea website, Skillzea may collect standard internet log information and details of visitor behaviour patterns, including through the use of third-party analytics services (such as Google Analytics).

We have set a minimum age of eighteen years old for use of the Service. Anyone who is younger than eighteen will need to wait and commence their use of the Service after they turn eighteen. If the legal age applicable to you is older than eighteen then you must not use the Service until you reach the legal age applicable to you. If you learn that anyone younger than eighteen has provided us with personal data, please contact us and we will take steps to delete such information.

## **HOW YOUR PERSONAL INFORMATION MAY BE USED**

We may use the personal information provided to us in order to:

- Create and maintain your Skillzea service account,
- Support and process your Skillzea transactions, including connecting users (for example, introducing a Skiller and a potential Customer and facilitating communications between users of the Skillzea service), and billing and collecting amounts payable from Customers to Skillers,
- Monitor, improve and customize the service Skillzea provides,
- Administer and fulfil any obligations Skillzea has under any agreement with you,
- Verify the accuracy and completeness of the information you have provided including your identity, skills and qualifications,
- Anticipate and resolve any problems with any services Skillzea provides, and communicate with you about the problem and resolution,
- Carry out market research and surveys and track and analyse search and transaction data,
- Track your engagement and interactions with Skillzea, including through your use of Skillzea's service, software, application, website, support channels, social media, chat, phone, email etc.,
- Understand how you use the Skillzea services,
- Contact you, including through Skillzea's service, software, application, website, support channels, social media, chat, video, phone, text message, email etc.,
- Send you occasional emails with information about relevant topics and updates to our software and services,
- Administer promotions and plan other promotions,
- Understand how people are using Skillzea's service, software, application and/or website to manage their operation and to diagnose any problems,
- Contact you in relation to roles you may be interested in, and process your application if you apply for a role with us,
- Protect and/or enforce Skillzea's legal rights and interests, including defending any claim, and/or
- For any other purpose you have authorised or is permit by applicable laws.

Skillzea may combine your personal information with usage data for any of these activities.

Skillzea may use Usage Data, Device Data and Error Reports to:

- improve Skillzea’s service, software, application, website and/or support; diagnose problems with Skillzea’s service, software, application, website or with the user’s device or Internet browser; and/or provide solutions to problems;
- measure how many people are using features within our products;
- measure the success of our sales, marketing and onboarding processes;
- guide product development decisions and improve our products;
- understand the environments in which our products are used (for example the browser used, screen resolution); and/or
- assist you in your evaluation, purchasing, and renewal of our products.

Skillzea may keep records of transactions for accounting, tax, legal and regulatory purposes.

## **WHEN YOUR PERSONAL INFORMATION MAY BE DISCLOSED**

Skillzea may disclose your personal information to:

- any third-party service provider that supports the Skillzea services, including third-party service providers who host or maintain any underlying information technology (IT) system or data centre that Skillzea uses to provide Skillzea’s service, software, application and website,
- a credit reference agency for the purpose of credit checking you,
- other third parties (for anonymised statistical information),
- a person who can require us to supply your personal information (for example, a regulatory authority or law enforcement agency), and/or
- any other person authorised by you.

Skillzea may need to share your personal information with third-party service providers in order to provide the Skillzea services or certain functionality of the Skillzea service. The Skillzea service, or certain functionality of the Skillzea service, may be unavailable if Skillzea is unable to disclose the personal information to the third-party service provider. If you are unwilling for your personal information to be shared in this way, you will need to cancel your account with Skillzea and cease using the service. Your acceptance of the Skillzea terms of service and your continued use the Skillzea service constitutes your consent to Skillzea sharing your personal information with the third-party service providers in order to deliver the Skillzea service.

Where Skillzea’s service makes use of hosted tools, hosted data storage, mapping and geo-location services and payment services provided by third-party service providers, any of your personal information stored by such third-party service providers will be subject to the privacy provisions of the third-party service provider.

Please note and be aware that third-party service providers who support Skillzea may be located outside New Zealand. This will mean that your personal information will be held and processed outside New Zealand.

The third-party service providers that Skillzea currently uses include:

- Amazon Web Services – Skillzea uses Amazon Web Services for cloud and database hosting, analytics, and other business services. You can learn more about Amazon Web Services and its privacy policy at <https://aws.amazon.com/privacy/>.
- Google – Skillzea uses Google for mapping and geo-location, analytics, and other business services. You can learn more about Google and its privacy policy at <https://policies.google.com/privacy>.
- Stripe – Skillzea uses Stripe for payment, analytics, and other business services. You can learn more about Stripe and its privacy policy at <https://stripe.com/privacy>.

## **HOW TO ACCESS AND CORRECT YOUR PERSONAL INFORMATION**

It is important that your personal information is kept up to date and as accurate as possible. You have the right to access your readily retrievable personal information that held by Skillzea and to request a correction to your personal information. Before you exercise this right, Skillzea will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, the correction will be made if Skillzea thinks the correction is reasonable and Skillzea is reasonably able to change the personal information. If the correction is not made, Skillzea will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at [privacy@skillzea.net](mailto:privacy@skillzea.net). Your email should provide evidence of who you are and set out the details of your request (for example, the personal information, or the correction, that you are requesting).

Skill may be entitled to charge you for the reasonable costs of providing to you with copies of your personal information or correcting that information. You will be informed of any such charges and have the opportunity to accept those charges in advance of proceeding.

## **HOW YOUR PERSONAL INFORMATION WILL BE PROTECTED**

Skillzea has implemented technology and policies to help safeguard your personal information from unauthorized access and improper use. Skillzea will continue to monitor and update security measures as new technology becomes available as appropriate to the website. If you become aware of a security vulnerability in the Skillzea website or service, please contact [privacy@skillzea.net](mailto:privacy@skillzea.net).

While Skillzea takes reasonable steps to maintain secure Internet connections, if you provide us with personal information over the Internet, the provision of that personal information is at your own risk. Skillzea cannot guarantee that information during transmission through the Internet or while stored on our systems or otherwise in our care will be absolutely safe from intrusion by others given the nature of communications and information processing technology.

If you post your personal information on a publicly accessible location (for example, on Skillzea's website or social media site), you acknowledge and agree that the personal information you post is publicly available.

If you follow a link on Skillzea's website to another site, the owner of that site will have its own privacy policy relating to your personal information. Skillzea doesn't control or endorse what is on any third party site. Please review that site's privacy policy before you provide personal information.

## **HOW COOKIES ARE USED**

Cookies are very small text files saved to your device used to track user navigation around a website. Skillzea may use session cookies when users visit the website. Skillzea will use such cookies to identify unique users to our websites and services, recognise the Internet browser used and track website traffic and usage.

Skillzea may use tracking cookies to track your movement within the Skillzea website, and your engagement with Skillzea's services such as blogs and email links. You will receive the cookie when you visit one of Skillzea's websites but the information it collects will remain anonymous until you share your email address with Skillzea through one of our websites.

Users have the ability to accept or disable cookies by modifying the settings in their Internet browser. Disabling cookies, however, may mean that some functionality may be affected. For further directions on how to disable cookies please visit:

<https://www.allaboutcookies.org/manage-cookies/stop-cookies-installed.html>.

## **HOW TO CONTACT SKILLZEA**

If you have any questions about this privacy policy, Skillzea's privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at [privacy@skillzea.net](mailto:privacy@skillzea.net).

Skillzea will strive to meet the highest standards when collecting and using personal information. Skillzea takes complaints very seriously. If you feel that the collection or use of your personal information is unfair, misleading or inappropriate, then Skillzea encourages you to contact us about the situation. Skillzea also welcomes any suggestions for improving the privacy procedures.

If you have any questions regarding this policy, or want to make a complaint about the way Skillzea has handled your personal information, please email us at [privacy@skillzea.net](mailto:privacy@skillzea.net).

## **LEGAL**

Skillzea Limited is a company incorporated in New Zealand with company number 8480266.

Skillzea may process your personal information under one or more of the following legal bases: your consent, where you have provided this; contract (where Skillzea provides services to you); legitimate interest to promote our business and develop our customer relationships; or legal obligation, where we have a legal requirement to do so.