

PRIVACY POLICY

Last updated: August 2026

OUR PRIVACY COMMITMENT

At Home Inspections Queenstown Limited ("Home Inspections Queenstown", "HIQT", "we", "us", or "our"), we understand that purchasing, owning or maintaining a property often involves sharing personal information and allowing access to your property. Protecting your privacy is important to us. We are committed to collecting only the information we genuinely need to provide our services, keeping it secure, being transparent about how it is used, and complying with the New Zealand Privacy Act 2020.

Our commitment is simple:

- We only collect information necessary to provide our services.
- We explain why we collect your information.
- We protect your information using secure systems and trusted providers.
- We never sell your personal information.
- We only share information where you have authorised us to do so or where required by law.

This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you visit our website, request a quotation, book an inspection or use any of our services.

1. INFORMATION WE COLLECT

To provide our services, we may collect information including:

- Personal Information (Full name, email address, phone number, postal address).
- Property Information (Property address, property type, building details, property documents supplied by you, building plans or specifications, access arrangements).
- Inspection Information. During an inspection we may collect (Digital photographs, thermal images, indicative moisture readings, measurements, inspection notes, building observations, Healthy Homes compliance information, leak detection observations, reinspection findings and supporting documentation provided by you).
- Website Information. When you visit our website, we may automatically collect (IP address, browser type, device information, pages visited, date and time of visit, referring websites, general website analytics).

2. HOW WE COLLECT INFORMATION

We collect information:

- When you contact us by phone, email or through our website.
- When you request a quotation.
- When you book an inspection.
- During the inspection process.
- From authorised third parties such as real estate agents, property managers or solicitors acting on your behalf.
- Automatically through cookies and website analytics.

Providing personal information is voluntary. However, without certain information we may be unable to provide our services.

3. WHY WE COLLECT YOUR INFORMATION

We collect personal information so we can:

- Provide building inspection and Healthy Homes assessments, leak detection inspections, reinspection services and any other inspection or consulting services we offer from time to time.
- Communicate with you before and after inspections.
- Arrange access to properties.
- Process payments.
- Respond to enquiries.
- Maintain professional records.
- Comply with legal obligations.
- Protect against fraud or unlawful activity.

From time to time we may contact you regarding our services or promotions. You may opt out of these communications at any time.

4. INSPECTION REPORTS

As part of our services we prepare professional inspection reports that may include photographs, thermal images, indicative moisture readings, measurements, observations and recommendations relating to the inspected property. Reports may also contain limited personal information such as the client's name, property address and contact details where necessary to identify the inspection.

Inspection reports are prepared solely for the client who commissioned the inspection unless otherwise agreed in writing. Reports remain subject to the limitations, exclusions and conditions contained within the report and our Terms and Conditions.

5. WHY WE TAKE PHOTOGRAPHS

Photographs, thermal images and indicative moisture readings form an important part of the inspection process. They provide an accurate visual record of the property's condition at the time of inspection and help explain the observations contained within our reports.

These images are used solely for inspection, reporting, quality assurance, record keeping and professional purposes.

6. REPORT CONFIDENTIALITY

We understand that inspection reports often contain detailed information about private homes. Unless authorised by the client or required by law, we do not release inspection reports, photographs or inspection findings to any third party. We take reasonable steps to ensure reports remain confidential and are only accessible by authorised persons.

7. REPORT OWNERSHIP AND COPYRIGHT

All inspection reports, photographs, thermal images, written observations, recommendations and associated materials produced by Home Inspections Queenstown remain the intellectual property and copyright of Home Inspections Queenstown Limited unless otherwise agreed in writing.

Inspection reports must not be copied, reproduced, altered, distributed, published or relied upon by any third party without the prior written consent of Home Inspections Queenstown, except where permitted under our Terms and Conditions.

Unless expressly agreed otherwise, Home Inspections Queenstown accepts no responsibility or liability to any person or organisation other than the client whose name is on the report. Any reliance placed upon an inspection report by an unauthorised third party is entirely at that person's own risk.

Where a report is formally transferred or reissued by Home Inspections Queenstown, the recipient receives the same rights and limitations that applied to the original report.

8. ARTIFICIAL INTELLIGENCE AND AUTOMATION

To improve efficiency and customer service we may use secure cloud software, automation platforms and artificial intelligence technologies to assist with:

- Booking management.
- Customer communications.
- Report preparation.
- Administration.
- Quality assurance.
- Document organisation.
- Workflow automation.

Artificial intelligence tools are used to assist our team and do not replace professional judgement. All inspection findings and reports remain subject to human review before being issued to clients.

9. COOKIES AND WEBSITE ANALYTICS

Our website uses cookies and analytics tools to help us understand how visitors use our website and improve the user experience.

Information collected may include:

- Pages viewed.
- Session duration.
- Browser type.
- Operating system.
- Approximate geographic location.
- Referring websites.

You may disable cookies through your browser settings. Doing so may affect some website functionality.

10. WHO WE SHARE INFORMATION WITH

We respect your privacy and do not sell your personal information. Where necessary to provide our services or comply with legal obligations, we may share information with:

- The client who engaged us.
- Persons authorised by the client.
- Real estate agents.
- Property managers.
- Solicitors.
- Courts or regulatory bodies where required by law.

We only disclose the minimum amount of information necessary for the relevant purpose.

11. OVERSEAS STORAGE

Some of our trusted software providers securely store or process information outside New Zealand. Where personal information is transferred overseas, we take reasonable steps to ensure it receives protections comparable to those required under the New Zealand Privacy Act 2020.

12. DATA SECURITY

We take reasonable technical and organisational measures to protect personal information against unauthorised access, disclosure, misuse, alteration, loss or destruction. While no electronic system can guarantee complete security, we continually review our procedures and systems to maintain appropriate security standards.

13. RETENTION OF INFORMATION

Inspection reports, photographs and associated records are retained for a reasonable period to satisfy legal obligations, insurance requirements, professional record keeping and business administration. When information is no longer required, it is securely deleted or anonymised where appropriate.

14. YOUR PRIVACY RIGHTS

Under the New Zealand Privacy Act 2020 you have the right to:

- Request access to the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Ask questions about how your information has been used.
- Make a complaint regarding the handling of your personal information.

We will respond to all requests within the timeframes required by law.

15. PRIVACY BREACHES

If a privacy breach occurs that is likely to cause serious harm, we will investigate the matter promptly and notify affected individuals and the Office of the Privacy Commissioner where required by the Privacy Act 2020.

16. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites for your convenience. We are not responsible for the privacy practices or content of those websites and encourage you to review their privacy policies before providing personal information.

17. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Any changes will be published on our website together with the revised "Last updated" date.

18. QUESTIONS?

If you have any questions about this Privacy Policy or how we handle your personal information, we'd be happy to help.

Home Inspections Queenstown Limited

Email: info@homeinspectionsqt.co.nz

Website: www.homeinspectionsqt.co.nz

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner at www.privacy.org.nz.

Thank you for trusting Home Inspections Queenstown. Protecting your privacy is an important part of delivering a professional, independent and trusted inspection service.