

Privacy Policy

Last Updated: July 2026

At GoSweetSpot, we take your privacy seriously.

This Privacy Policy explains how we collect, use, disclose, protect and store your personal information when you use our website, products and Services. It also outlines your rights under the Privacy Act 2020.

By accessing or using our Services, you acknowledge this Privacy Policy. Your use of our Services is also subject to our Terms of Trade.

We may update this Privacy Policy from time to time to reflect changes to our Services, technology or legal obligations. If we make a significant change, we will take reasonable steps to let you know, such as by publishing a notice on our website. The latest version will always be available on this page.

Definitions

Throughout this Privacy Policy:

- **GoSweetSpot, we, our and us** mean **SweetSpot Group Limited**.
- **You and your** mean anyone who visits our website, uses our Services, creates an account, contacts us, or whose personal information we process as described in this Privacy Policy.
- **Services** means all websites we own and operate, together with the products and services we provide. This includes our shipping platform, online services, tracking tools, ecommerce integrations, reseller services, mobile applications (where applicable), events, training and any other related services.
- **Personal information** has the meaning given in the Privacy Act 2020 and generally means information about an identifiable individual. This also includes personal information we process on behalf of our customers when providing our Services.

Information We Collect

We may collect personal information including your contact details, business and account information, billing and payment information, shipment information,



communications with us, information about your use of our website and Services, and any other information you choose to provide.

Depending on how you use GoSweetSpot, we may also process shipment information relating to recipients, including names, addresses, phone numbers and email addresses, where this information is required to provide shipping services on behalf of our customers.

How We Collect Information

We collect personal information when you use our Services, create an account, book shipments, contact us, complete online forms, subscribe to our communications, participate in promotions or events, or otherwise interact with GoSweetSpot.

We also collect certain information automatically through cookies, analytics tools and similar technologies when you use our website or Services.

Information Collected from Third Parties

In some circumstances, we collect personal information from third parties rather than directly from the individual concerned. This may occur when our customers use ecommerce platforms, marketplaces, courier partners, software integrations or API connections with GoSweetSpot, or when information is otherwise provided to us in connection with the Services we deliver.

Where we collect personal information about an individual from a third party rather than directly from that individual, we will take reasonable steps to notify them of the collection, including the source of the information, the purpose for which it was collected and their rights under the Privacy Act 2020, unless an exception under the Act applies.

Why We Collect Personal Information

We collect and use personal information to provide and improve our Services, process shipments, manage customer accounts, communicate with our customers, process payments, maintain the security of our systems, comply with legal obligations, and send service-related or marketing communications where appropriate.

How We Share Personal Information

We may share personal information where necessary to provide our Services, where you have authorised us to do so, or where permitted or required by law.

This may include sharing information with courier providers, payment providers, technology and hosting providers, service providers who help us operate our business, professional advisers, and government agencies or regulators where required by law.

We do not sell your personal information.

Processing Information on Behalf of Customers

GoSweetSpot provides shipping services to businesses and, in many cases, processes personal information on behalf of those customers.

Where we process personal information on behalf of a customer, we do so in accordance with our contractual obligations, applicable privacy laws and our customers' instructions.

Our customers are responsible for ensuring they have the appropriate authority and legal basis to collect and provide personal information to GoSweetSpot for the purpose of creating and managing shipments.

Overseas Disclosure of Information

Some of the third-party service providers we use may store or process personal information outside New Zealand.

Where personal information is transferred overseas, we will only do so where the disclosure is permitted under the Privacy Act 2020, including where the recipient is subject to comparable privacy protections, appropriate contractual safeguards are in place, you have authorised the disclosure, or another permitted exception applies under the Act.

Cookies and Website Analytics

We use cookies and similar technologies to improve your experience and better understand how our website and Services are used.

We may use analytics tools, including Google Analytics, to help improve our website and Services. You can manage or disable cookies through your browser settings, although this may affect some website functionality.

Security

We take reasonable technical, administrative and organisational measures to protect personal information from unauthorised access, loss, misuse, alteration or disclosure.

While we work to protect your information, no method of transmitting information over the internet or storing electronic data is completely secure. We cannot guarantee absolute security.

Privacy Breaches

If we become aware of a privacy breach that has caused, or is likely to cause, serious harm to an affected individual, we will investigate the incident promptly and take appropriate steps to contain and respond to it.

Where required by the Privacy Act 2020, we will notify affected individuals and the Office of the Privacy Commissioner.

Data Retention

We retain personal information only for as long as necessary to provide our Services, meet legal obligations, resolve disputes, enforce our agreements and comply with applicable laws.

When personal information is no longer required, we will take reasonable steps to securely delete or de-identify it.

Children's Privacy

GoSweetSpot's Services are intended for businesses and are not directed at children.

We do not knowingly collect personal information directly from children. If we become aware that we have unintentionally collected such information, we will take reasonable steps to delete it where appropriate.

Accessing or Correcting Your Information

You have the right to request access to the personal information we hold about you and to request correction if you believe it is inaccurate, incomplete or out of date.

If you would like to access or correct your personal information, or if you have any questions or concerns about how we have handled it, please contact our Privacy Officer using the details below. We will respond to your request or investigate your concerns in accordance with the Privacy Act 2020.

If you are not satisfied with our response, you may make a complaint to the Office of the Privacy Commissioner.

Marketing Communications

If you subscribe to receive marketing communications from us, you may unsubscribe at any time by clicking the unsubscribe link included in our emails or by contacting us directly.

Please note that even if you opt out of marketing communications, we may still send important service-related communications regarding your account or our Services.

Links to Other Websites

Our website may contain links to third-party websites. These websites operate independently of GoSweetSpot and have their own privacy policies.

We are not responsible for the privacy practices or content of external websites and encourage you to review their privacy policies before providing personal information.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our Services, technology or legal obligations.

The latest version will always be published on our website. The “Last updated” date at the top of this page indicates when this Privacy Policy was most recently revised.

Contact Us

If you have any questions about this Privacy Policy, or would like to request access to or correction of your personal information, please contact:

SweetSpot Group Limited

Email: support@gosweetspot.com

Website: <https://gosweetspot.com>

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