

Kim Campers

Privacy Policy

Effective Date: 30 May 2026

Kim Campers ("we", "us", "our") is committed to protecting your personal information and complying with the Privacy Act 2020 (NZ). This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and your rights as a customer.

This Policy applies to all personal information we collect through our website (kimcampers.com), booking enquiries, rental agreements, and related interactions.

1. What Personal Information We Collect

We collect the following types of personal information:

a) Booking and Identity Information

- Full name
- Date of birth
- New Zealand or international driver licence number and expiry date
- Passport number (for international renters)
- Home address
- Email address and phone number
- Emergency contact details

b) Payment Information

We collect payment details necessary to process bookings and bonds. Payments are processed securely through Stripe, our third-party payment gateway. Card details are handled directly by Stripe and are not stored by us. Stripe's privacy policy is available at stripe.com/en-nz/privacy.

c) Website and Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Pages visited and time spent on site
- Referring website
- Cookie identifiers (see Section 8 below)

d) Vehicle and Rental Information

During the course of your rental, we may also collect:

- Departure and return mileage readings
- Vehicle condition reports (including photographs)
- Incident or damage reports

2. How We Collect Your Information

We collect personal information in the following ways:

- Directly from you when you make a booking enquiry, complete a rental agreement, or contact us
- Through our website booking forms and contact forms
- From our payment gateway when a transaction is processed
- Automatically via cookies and analytics tools when you visit our website
- From third parties such as booking platforms or agencies if your booking is made through them

3. Why We Collect Your Information (Our Purposes)

We collect and use your personal information for the following purposes:

- To process and manage your rental booking and agreement
- To verify your identity and driver licence eligibility
- To charge and refund payments and manage bond transactions
- To contact you regarding your booking, including pre-departure instructions and post-return follow-up
- To investigate and manage any incidents, damage claims, or insurance matters arising from your rental
- To comply with our legal obligations (e.g. reporting to insurers or authorities where required)
- To improve our website and services through analytics
- To send you marketing or promotional communications, where you have given consent (see Section 7)

We will not use your information for any purpose that is incompatible with the purpose for which it was collected, without your consent or as otherwise permitted by law.

4. Who We Share Your Information With

We may disclose your personal information to the following parties:

a) Service Providers

We engage third-party service providers who assist us in operating our business, including:

- Payment gateway providers — we use Stripe to process payments securely (see stripe.com/en-nz/privacy)
- Insurance providers (to manage vehicle insurance and any claims)
- IT and website hosting providers
- Analytics providers (e.g. Google Analytics)

These providers are given access to your information only as necessary to perform their services and are required to keep it confidential.

b) Legal and Regulatory Authorities

We may disclose your personal information if required to do so by law, or if we believe in good faith that disclosure is necessary to:

- Comply with a legal obligation or court order
- Cooperate with law enforcement or regulatory agencies
- Protect the rights, property, or safety of Kim Campers, our customers, or the public

c) Booking Platforms and Agents

If your booking was made through a third-party platform or travel agent, we may share relevant booking and contact information with them for the purpose of managing your rental.

d) No Sale of Personal Information

We do not sell, rent, or trade your personal information to third parties for marketing or any other commercial purpose.

5. Overseas Disclosure

Some of our third-party service providers (including cloud storage, payment processing, and analytics platforms) may store or process personal information outside of New Zealand, including in Australia, the United States, or the European Union.

Where we disclose personal information to overseas recipients, we take reasonable steps to ensure that those recipients handle it in a manner consistent with the Privacy Act 2020. This may include relying on contractual protections, the recipient country's comparable privacy laws, or the overseas provider's published data protection commitments.

6. How We Store and Protect Your Information

We store your personal information securely using a combination of physical, electronic, and administrative safeguards. These include:

- Password-protected and access-controlled systems
- Encrypted data transmission (SSL/TLS) on our website

- Restricted access to personal information on a need-to-know basis
- Secure disposal of personal information no longer required

Retention Periods

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, including for legal, accounting, or insurance purposes. As a general guide:

- Rental agreement records and associated personal information: 7 years from the date of rental (consistent with standard limitation periods under New Zealand law)
- Payment records: as required by our payment provider and applicable tax obligations
- Website analytics data: as configured in our analytics tool (typically 26 months)
- Marketing contact preferences: until you withdraw consent or unsubscribe

When personal information is no longer required, we will securely delete or anonymise it.

7. Marketing Communications

From time to time, we may send you promotional information about our services, special offers, or updates. We will only do this where:

- You have given us your consent to receive marketing communications; or
- We have a legitimate interest in contacting you about services similar to those you have used, and you have not opted out

You can opt out of marketing communications at any time by:

- Clicking the "unsubscribe" link in any marketing email
- Emailing us at kimcampervans@gmail.com

Opting out of marketing will not affect communications necessary to manage your booking or rental agreement.

8. Cookies and Website Analytics

Our website uses cookies — small text files stored on your device — and analytics tools to help us understand how visitors use our site and to improve your experience.

Types of Cookies We Use

- Essential cookies: required for the website to function (e.g. session management)
- Analytics cookies: help us understand traffic and usage patterns (e.g. Google Analytics)
- Preference cookies: remember your settings and preferences

You can control or disable cookies through your browser settings. Disabling cookies may affect the functionality of some parts of our website. For more information about managing cookies, visit www.allaboutcookies.org.

We use Google Analytics to collect anonymised data about website usage. For information on how Google uses this data, see Google's Privacy Policy at policies.google.com/privacy.

9. Your Privacy Rights

Under the Privacy Act 2020, you have the following rights in relation to your personal information:

Right of Access

You have the right to ask us whether we hold personal information about you, and if so, to request a copy. We will respond to access requests within 20 working days.

Right of Correction

If you believe that personal information we hold about you is inaccurate, incomplete, or misleading, you have the right to ask us to correct it. We will take reasonable steps to correct the information, or if we disagree, we will note your request on the record.

Right to Complain

If you believe we have breached the Privacy Act 2020, you may raise a complaint with us in the first instance. If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner:

- Website: www.privacy.org.nz
- Phone: 0800 803 909
- Email: enquiries@privacy.org.nz

10. How to Contact Us

If you have any questions about this Privacy Policy, wish to access or correct your information, or have a privacy concern, please contact our Privacy Officer:

Kim Campers — Privacy Officer

Email: kimcampervans@gmail.com

Website: kimcampers.com

We aim to respond to all privacy enquiries within 5 working days.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal obligations, or service offerings. The current version will always be available on our website

at kimcampers.com. We will notify you of any material changes by posting a notice on our website or by direct communication where appropriate.

This Privacy Policy was last updated on 30 May 2026.