

WEBSITE LEGAL INFORMATION

Privacy Policy

How we collect, use and protect personal information.

Published 26 October 2026

1. Who we are

Ironfern Landscaping Limited, trading as Ironfern Landscaping, is a landscape construction business based in Cromwell, Central Otago, New Zealand. We service Cromwell, Alexandra, Queenstown and Wānaka.

We respect your privacy. This policy explains how we collect, use, store and disclose personal information when you visit our website, send an enquiry, request a quote or engage our landscape design and construction services. We handle personal information in accordance with the Privacy Act 2020.

2. Information we may collect

The personal information we collect depends on your interaction with us. It may include:

- Your name, email address and phone number.
- Property or project address, site access information and service location.
- Project descriptions, plans, photographs, measurements and requested services.
- Approximate budget, preferred project timing and material preferences.
- Correspondence, quotes, design proposals, invoices and transaction records.
- Technical website information such as device information or usage data, where collected by enabled website services.

3. How we collect information

We collect information from website enquiry forms, telephone calls, email, consultations, site assessments, project correspondence and information you voluntarily provide.

We may also obtain relevant information from an authorised representative, a property owner, a builder, a designer or another person involved in your project. Where information about you is collected indirectly, we will take reasonable steps to notify you as required by Information Privacy Principle 3A, unless an exception applies.

4. Why we use your information

We use personal information only for appropriate business purposes, including:

- Responding to enquiries and communicating about requested services.
- Arranging site assessments and preparing quotes or design proposals.
- Planning, scheduling, coordinating and performing agreed work.
- Working with necessary suppliers, subcontractors and professional advisers.
- Managing billing, accounting, customer support and records.
- Managing health and safety, resolving concerns and meeting legal obligations.
- Maintaining and improving our website and services, where appropriate.

5. Marketing communications

We may send service information or marketing messages where permitted by law and where the necessary consent or other lawful basis exists. You can opt out of promotional communications at any time.

Submitting an enquiry does not automatically sign you up for unrelated marketing.

6. When we share information

We do not sell personal information. We may share information where reasonably necessary with authorised staff, suppliers, subcontractors, delivery providers, designers, engineers, accountants, website and cloud service providers, or other parties needed to respond to an enquiry or deliver agreed work.

We may also disclose information where required or permitted by law. We aim to limit each disclosure to information needed for that purpose.

7. Cookies and website services

Our website may use cookies or similar technology to support functionality, security, performance and analytics. The exact technologies in use depend on the features enabled in our website platform.

Where applicable, this may involve information about your device, browser and interactions with our website. You can generally manage cookies through your browser settings or any cookie choices offered on the website.

If we enable new advertising or tracking services, we will update relevant website disclosures and choices as required.

8. Security and storage

We take reasonable steps to protect personal information from misuse, loss, unauthorised access and disclosure. Business records may be held using our website platform, email, cloud software and business service providers.

Some providers may store or process information outside New Zealand. Where an overseas disclosure is subject to the Privacy Act 2020, we will comply with the applicable safeguards.

If a privacy breach is notifiable under New Zealand law, we will take the required steps to notify affected people and the Office of the Privacy Commissioner.

9. Retention and deletion

We retain personal information only as long as reasonably necessary for the purpose collected, ongoing services, legitimate business records, contractual matters and legal obligations.

Once information is no longer needed, we will take reasonable steps to delete, destroy or deidentify it securely.

10. Property photographs and designs

We may use property photographs, plans and project information to assess a site, prepare a quote or design, coordinate construction and document work.

We will not publish identifiable customer or property images for marketing without appropriate permission or another lawful basis. Permission to use images for marketing is separate from the information needed to deliver the project.

11. Access and correction rights

You can request access to personal information we hold about you and ask us to correct inaccurate information, subject to the Privacy Act 2020. We may need to verify your identity before responding. We will respond within applicable legal timeframes.

12. External websites

Our website may link to independent third party websites. Those websites have their own terms and privacy practices, which we do not control.

13. Contact and complaints

For privacy enquiries, access or correction requests, or concerns about the way we handle information, please contact Ironfern Landscaping Limited through the Contact page of our website. Our current business contact details are shown there.

Our business is based in Cromwell, Central Otago, New Zealand. You may also contact the New Zealand Office of the Privacy Commissioner if you have an unresolved privacy concern.

14. Changes to this policy

We may update this Privacy Policy to reflect changes in our operations or legal obligations. The current version and its publication date will be available on our website.

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