

# LawHawk Privacy Policy

Updated 23 June 2025



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# Privacy

## PLEASE READ THIS PRIVACY POLICY CAREFULLY. IT WAS LAST UPDATED ON 23 JUNE 2025

LawHawk Limited (“**LawHawk**”, “**we**”, “**us**”, “**our**”) is committed to protecting your security and privacy in relation to your use of our products and services. This Privacy Policy applies to our web sites and also to all other forms of Personal Information and related data collection and usage by us.

By using our website or other products or services, or otherwise supplying your Personal Information to us, you consent to the practices described in this Privacy Policy.

### 1 Terms of Use

- 1.1 This Privacy Policy must be read in conjunction with our General Terms and Conditions, as displayed on our website <https://www.lawhawk.nz/terms-conditions>.
- 1.2 Unless the context requires otherwise, terms in this Privacy Policy shall have the meaning set out in the General Terms and Conditions.

### 2 Collection of Your Personal Information

- 2.1 We may collect and retain Personal Information about you from:
  - (a) you directly when you provide that Personal Information to us;
  - (b) publicly available sources, including any website page that you have set up or maintained (e.g. a profile page on your business website or your LinkedIn (or other social media) profile page); and
  - (c) third parties that you have authorised.
- 2.2 You do not need to provide Personal Information to us, but if you choose not to, that may affect your access to some or all LawHawk Services.
- 2.3 We will comply with the New Zealand Privacy Act 2020 in respect of all your Personal Information.

### 3 Types of Information Collected

- 3.1 We may collect Personal Information from or about you (including, without limitation, your name, contact information, location, skills, interests, business, interactions with LawHawk, and billing or purchase information) from publicly available sources or when you visit our website, register with our website, place an order, request a service, submit information to us, interact with us or our information content or participate in a promotion.

- 3.2 We receive and collect the name of the domain and host from which you access the Internet; the Internet protocol (IP) address of the computer you are using; the browser software you use and your operating system; the date and time you access our site or other information content and the content viewed; and any search engine or inbound hyperlink used to reach our website. This information is used by us to maintain quality of our service, and to provide information regarding use of our web site.
- 3.3 Our website uses "cookies," which are small data files that are stored on your computer when you visit a website. Cookies enable you to transact on our website and may be used in a variety of ways to enhance or personalize your online browsing and shopping experience. Cookies may be used to personalise your visits to our website, eliminate the need for you to repeatedly enter the same information, enable us to improve the content, reliability and functionality of our website, evaluate the effectiveness of the advertising on our website and track website usage patterns. Accepting a cookie will not give us access to any data on your computer other than the data stored in the cookie. Although you may configure your web browser to not accept cookies, you may experience a loss of functionality and personalisation as a result.
- 3.4 We also use HubSpot, which employs a software technology called clear gifs (a.k.a. Web Beacons/Web Bugs), that help us better manage LawHawk Services by informing us what information content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on web pages or in emails and are about the size of the period at the end of this sentence. We use clear gifs in our HTML-based emails to let us know which emails have been opened by recipients. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns. We tie the information gathered by clear gifs in emails to our customers' Personal Information.

## **4 How We Use Personal Information**

- 4.1 We may use information collected about you in the following ways:
- (a) to provide LawHawk Services (and related support) to you, including sending emails to confirm your service status, deliver you documents, data or other information, along with customary business communications;
  - (b) to verify your identity and to assist you if you have forgotten your username or password;
  - (c) for credit checks, if you ask us to provide you credit;
  - (d) to communicate with you and to send you information (by email, postal mail or other means) about our products, services and promotions, where you agree to receive such information;
  - (e) to help us learn more about your preferences and personalise our website and other information content in accordance with your preferences;

- (f) to analyse trends and statistics;
  - (g) to improve or update our website, other information content and products/services;
  - (h) to protect the security or integrity of our website and our business;
  - (i) to protect our legal rights and check your compliance with your agreement with us;
  - (j) to respond to your enquiries and communicate with you; and
  - (k) for research surveys regarding current products or services or potential new products or services that we may offer.
- 4.2 You always have the choice not to receive marketing and promotional information. We will remove you from our database or mailing list upon your request. Please Contact Us if you wish to opt out of receiving communications from us.
- 4.3 We do not sell or rent your Personal Information to third parties. We will keep confidential all information concerning you which we receive in connection with providing the LawHawk Services, except to the extent such information:
- (a) has ceased to be confidential other than by a breach of this clause;
  - (b) was already in our possession or is independently developed without access to confidential information;
  - (c) has been lawfully received from a third party who did not acquire it in confidence;
  - (d) is required to be disclosed by law;
  - (e) is necessary to facilitate court proceedings, or enforce, protect or apply the rights, property or safety of us, our users or others; or
  - (f) is permitted to be disclosed under paragraph 4.4.
- 4.4 We may provide Personal Information on a confidential and need to know basis to:
- (a) members of our group or possible investors in, or acquirers of, our business or assets from time to time;
  - (b) our service providers where disclosure is necessary for the provision of LawHawk Services to you and solely for that purpose, including:
    - (i) HotDocs, Cognito Forms and ProLegalTech, for the purposes of processing LawHawk Services;
    - (ii) any other person we use to provide LawHawk Services to you.

All such service providers are prohibited from using your Personal Information except to provide services to us for your benefit, and they are required to maintain the confidentiality of your information.

## **5 Security**

- 5.1 We take all practical and reasonable steps to keep your information safe from unauthorized access, use or disclosure, including by selecting service providers with robust IT systems and limiting access to employees and suppliers on a need to know basis. However, it is not possible to guarantee that information will be completely secure at all times.
- 5.2 Your Personal Information will be processed and stored on servers of our service providers, which in the case of HotDocs for processing LawHawk Services are Microsoft Azure servers located outside New Zealand (currently in Ireland) and for Cognito Forms are Microsoft Azure servers located in the United States. We cannot guarantee that those countries will have the same levels of protection of Personal Information as in New Zealand.
- 5.3 In the unlikely event of unauthorised access to your information, we will provide you with details about the incident as soon as reasonably practicable to enable you to assess and manage the associated impact.

## **6 Linking to Third-Party Websites**

- 6.1 When you click on links and banners on our site that take you to third party web sites, you will be subject to the third party's privacy policies. You should review the privacy policies of web sites you choose to link to. We cannot be responsible for the actions of any third-party web sites.

## **7 Particular rights under Privacy Act**

- 7.1 You have a right under the Privacy Act 2020 to access any Personal Information held about you or to request us to correct or delete any such information. If you would like a copy of your Personal Information, or to have it corrected or deleted, please contact us at [lawhawk@lawhawk.nz](mailto:lawhawk@lawhawk.nz).

## **8 Changes to Our Privacy Policy**

- 8.1 We reserve the right to change this Privacy Policy from time to time by publishing the revised Privacy Policy on our website. We encourage you to check this Privacy Policy regularly for any modifications or updates. Your continued use of LawHawk Services after any changes have been posted on our Website indicates your acceptance of those changes.
- 8.2 If you have any questions regarding our Privacy Policy or any other matter, please Contact Us.