

Sensable Privacy Policy

Last updated: February 2026

1. Purpose

This Privacy Policy describes how Sensable (“we”, “us”, or “our”), collects, uses, and protects personal information when you use our products and services, including our IoT visualisation platform and related notifications.

We comply with the New Zealand Privacy Act 2020 and its Information Privacy Principles (IPPs).

2. What information we collect

We collect only the personal information needed to provide our services. This includes:

- Name (optional, for account identification)
- Email address (for login and account management, email alerts)
- Mobile number (for SMS alerts or two-factor authentication)

We do not collect any financial, biometric, or location-tracking data about individuals.

3. Why we collect personal information

We collect personal information solely to:

- Create and manage user accounts
- Verify access to our visualisation platform
- Send system notifications, alerts, or maintenance updates
- Communicate directly about service status or support requests

We will not use your personal information for any other purpose except to inform you about new products and services, unless you have specifically opted-out from receiving this information from us.

4. How we store and protect your information

We take reasonable steps to keep your personal information secure from misuse, loss, unauthorised access, or disclosure. Your data is stored on secure, password-protected systems and transmitted using encrypted connections (HTTPS/SSL). Access is limited to authorised personnel who require it to operate or maintain the system.

5. Disclosure to third parties

We may share personal information with trusted third-party providers that help deliver our services – for example, cloud-hosting platforms, analytics tools, or email/SMS gateway providers.

Some of these providers may be located outside New Zealand (for example, in Australia or the United States). We ensure that any overseas service providers we use offer comparable privacy safeguards to those required under New Zealand law.

We will never sell or rent your personal information.

6. Retention and deletion

We keep your personal information only for as long as it is needed to deliver our services or meet legal requirements. If your account becomes inactive or you request deletion, we will remove or anonymise your personal data within a reasonable period (typically within 12 months).

7. Access and correction

You have the right to request a copy of the personal information we hold about you and to ask for corrections if you believe it is inaccurate or incomplete.

You can do this by emailing info@sensable.com.au

8. Notifiable privacy breaches

If a privacy breach occurs that is likely to cause serious harm, we will notify both the Office of the Privacy Commissioner and any affected individuals, as required under the Privacy Act 2020. We will also take immediate steps to contain the breach and prevent recurrence.

9. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available at www.sensable.nz/privacy.

10. Contact us

If you have any questions or concerns about this policy or how your information is handled, please contact:

Email: info@sensable.com.au

Location: Auckland, New Zealand