

FindAWaterproofer.co.nz Privacy Policy

Version: 1.0

Last updated: 17 August 2026

1. Who we are

FindAWaterproofer.co.nz is operated by:

Legal name: Ryan Ririnui

Trading as: Find A Waterproofer / FAW

Website: findawaterproofer.co.nz

Privacy contact: privacy@findawaterproofer.co.nz

Contractor enquiries: contractors@findawaterproofer.co.nz

In this Privacy Policy, "FAW," "we," "us," and "our" means Ryan Ririnui trading as Find A Waterproofer.

2. Purpose of this Privacy Policy

This Privacy Policy explains how FAW collects, uses, stores, shares, and protects personal information in connection with the Find A Waterproofer platform.

FAW is a New Zealand online platform that connects homeowners with independent waterproofing contractors. FAW is an introducer and lead-generation service. Contractors are independent service providers and are not employed by, owned by, or agents of FAW.

This Privacy Policy should be read together with the Public Website Terms and, for contractors, the Contractor Agreement.

3. How FAW's lead model works and what that means for your information

FAW receives job enquiries from homeowners and makes them available to contractors as purchasable leads. This is the core of how FAW operates, and it means personal information flows between parties.

If you are a homeowner: when you submit an enquiry, your contact details and job information will be shared with up to three independent waterproofing contractors who may contact you to provide quotes. This sharing is the purpose of the website. Before you submit your enquiry, you will be told plainly that this sharing will occur. By submitting, you consent to your information being shared with contractors for this purpose.

If you are a contractor: when you purchase a lead, you receive the homeowner's contact details and job information. You may only use that information to respond to, quote for, and carry out the requested waterproofing service. Your obligations regarding lead information are set out in the Contractor Agreement (clauses 14, 19, and 20).

FAW provides the notification required by Information Privacy Principle 3A of the Privacy Act 2020 through the disclosure shown at the point of enquiry submission and through this Privacy Policy.

4. What personal information we collect

We collect personal information only where it is reasonably necessary to operate the platform, connect homeowners with contractors, manage accounts, process payments, handle complaints, and meet legal obligations.

4.1 Information collected from homeowners

When a homeowner submits an enquiry, we may collect:

- name
- email address
- phone number
- property address or job location
- preferred contact method
- description of the waterproofing issue or project
- property type
- timing or urgency of the job
- photos, documents, or other uploaded materials
- communications with FAW
- consent records and form submission records
- IP address, device information, browser information, and website usage data
- any other information the homeowner chooses to provide

4.2 Information collected from contractors

When a contractor applies to join the platform, creates a profile, purchases leads, or communicates with FAW, we may collect:

- contractor name and business name
- NZBN or company details, if supplied
- contact person details
- email address and phone number
- business address and service area
- trade categories and service descriptions
- photos, logos, project examples, and profile content
- qualifications, certifications, licences, and registration details, where supplied
- Licensed Building Practitioner status, where applicable and supplied or verified
- insurance information, if supplied
- payment and billing information (see section 4.3)
- lead purchase records
- communications with homeowners and FAW where those occur through FAW systems
- complaint, review, moderation, or dispute records
- any other information the contractor chooses to provide

4.3 Payment information

Payment processing is handled by Stripe. FAW does not store credit card numbers or bank account details on its own systems.

FAW retains payment-related records including transaction IDs, amounts, dates, payment status, invoice details, refund records, and support correspondence for accounting, tax, and dispute resolution purposes.

4.4 Website and analytics information

When you use our website, we may collect technical and usage information including IP address, browser type, device type, pages viewed, referral source, time and date of visit, form interaction data, and cookie or analytics data.

We use the following tools, which may collect data through cookies or similar technologies:

- **Google Analytics** (website traffic and usage analysis)
- **Meta Pixel / Facebook** (advertising measurement and retargeting)
- **Google Ads** (advertising measurement)
- **Vercel** (website hosting and performance analytics)

5. How we collect information

We may collect information when:

- a homeowner submits a job enquiry
- a contractor applies to join FAW or creates/updates a profile
- a contractor purchases or receives a lead
- a user contacts FAW by website form, email, phone, or social media
- a user leaves a review or complaint, if reviews are enabled
- a user uploads images or documents
- we process payments, refunds, or invoices
- we monitor site performance, fraud, security, and analytics
- we receive information from service providers or public registers where relevant

6. Why we use personal information

We may use personal information to:

- receive and manage homeowner enquiries
- assess the type, location, and urgency of a waterproofing job
- connect homeowners with relevant contractors
- allow contractors to view, purchase, and respond to leads
- notify homeowners and contractors about enquiries, leads, updates, or platform activity
- operate contractor profiles and service-area matching
- process payments, refunds, invoices, and account records
- provide support and respond to questions
- manage complaints, disputes, misuse, or safety concerns
- check contractor details where we have a verification process
- prevent fraud, spam, scraping, abuse, or misuse of the platform
- comply with legal obligations
- improve the website, forms, matching process, and platform experience
- send transactional or marketing messages where permitted (see section 10)

7. How homeowner lead information is shared with contractors

7.1 Before a lead is purchased

Before a contractor purchases a lead, FAW may show limited information such as general job category, general location or suburb, urgency, brief job description, property type, and estimated project type. Full homeowner contact details are not displayed before purchase.

7.2 After a lead is purchased

After a contractor purchases a lead, FAW provides the contractor with the homeowner's relevant details, which may include name, phone number, email address, job address, job description, uploaded photos or documents, preferred contact method, and timing information.

A maximum of three contractors may purchase the same lead. Leads are non-exclusive. The homeowner is informed of this before submitting their enquiry.

7.3 Restrictions on contractor use of lead information

Contractors may only use homeowner lead information for the purpose of responding to, quoting for, and carrying out the homeowner's requested waterproofing-related service. Contractors must not resell, redistribute, scrape, or use lead information for unrelated marketing. Full restrictions are set out in the Contractor Agreement (clause 14).

8. Information shared with homeowners

FAW may share contractor information with homeowners, including business name, contact details, service categories, service area, profile description, photos and examples, and qualifications, licence, insurance, or accreditation information where supplied or verified.

FAW does not overstate contractor verification. Where FAW has not independently checked a contractor's insurance, LBP status, qualifications, or work history, FAW will not describe that contractor as verified for those things.

9. Service providers and overseas storage

FAW uses third-party service providers to operate the platform. These providers may store, process, or access personal information, including outside New Zealand.

Current service providers include:

Provider	Purpose	Location
Vercel	Website hosting, performance analytics	United States
Supabase	Database, authentication	United States
Stripe	Payment processing	United States
Google Analytics	Website analytics	United States
Meta / Facebook	Advertising, retargeting	United States
Google Ads	Advertising	United States
Resend	Transactional email delivery	United States
Xero	Accounting (when connected)	Australia / NZ

Where personal information is disclosed to an overseas service provider, FAW relies on each provider's own data protection commitments and takes reasonable steps to ensure information is protected by safeguards comparable to those required in New Zealand.

FAW may update this provider list from time to time. Material changes will be reflected in updates to this Privacy Policy.

10. Transactional messages, marketing, and electronic communications

10.1 Transactional messages

FAW sends transactional messages that are necessary to operate the platform. These include enquiry confirmations, lead alerts, contractor response notifications, payment receipts, account notices, and breach or security notifications. These messages do not require marketing consent and do not include an unsubscribe option.

10.2 Commercial electronic messages

FAW may also send promotional or marketing messages where the recipient has consented or where another lawful basis applies under the Unsolicited Electronic Messages Act 2007. This may include re-engagement emails to homeowners, or messages to contractors about new features, promotions, or offers.

All commercial electronic messages will include accurate sender information and a functioning unsubscribe mechanism. If you unsubscribe from marketing messages, you will still receive transactional messages related to your use of the platform.

10.3 Contractor obligations

Contractors must not use homeowner lead information for unrelated marketing, bulk messaging, spam, or resale. Full obligations are set out in the Contractor Agreement (clauses 14 and 20).

11. Cookies and analytics

FAW uses cookies and analytics tools to keep the website working, understand website traffic, improve forms and user experience, measure advertising performance, and protect against fraud or misuse.

You may be able to disable cookies through your browser settings, but some website functions may not work properly if cookies are disabled.

This site uses cookies for analytics and advertising. Details of the tools used are listed in section 4.4.

12. Security

FAW takes reasonable steps to protect personal information from loss, unauthorised access, misuse, disclosure, alteration, or destruction. Security measures include access controls, secure hosting, password protection, encryption where available, logging and monitoring, row-level security on the database, and limiting access to people and providers who need it.

No website or online system can be guaranteed to be completely secure.

13. Privacy breaches

If FAW becomes aware of a privacy breach, FAW will:

- assess the breach and take steps to contain it as quickly as practicable, with an initial assessment target of 72 hours
- investigate the cause and scope of the breach
- notify the Office of the Privacy Commissioner and affected individuals where the breach has caused, or is likely to cause, serious harm, as required by the Privacy Act 2020
- take reasonable steps to reduce the risk of a similar breach occurring again

The privacy breach response contact is: privacy@findawaterproofer.co.nz

14. How long we keep personal information

FAW keeps personal information only for as long as reasonably required for the purposes for which it was collected.

Information type	Retention period
Homeowner contact details	12 months from last activity, then anonymised or deleted
Uploaded photos and documents (homeowner)	6 months from submission
Lead transaction and payment records	7 years (tax and accounting obligations)
Contractor profiles	Duration of active participation, reviewed after 12 months of inactivity
Complaint, dispute, and fraud records	Retained as long as reasonably necessary for legal or safety purposes
Website analytics and logs	26 months

After the applicable retention period, personal information will be anonymised, deleted, or securely disposed of, unless FAW is required to retain it for legal, accounting, complaint resolution, or fraud prevention purposes.

15. Access and correction

You may ask FAW to provide access to personal information FAW holds about you. You may also ask FAW to correct personal information if you believe it is wrong, incomplete, or out of date.

Requests can be sent to: privacy@findawaterproofer.co.nz

FAW may need to verify your identity before responding. FAW will respond within a reasonable time, and in any case within 20 working days as required by the Privacy Act 2020.

16. Deletion and removal

Homeowners may request deletion or correction of their personal information by emailing privacy@findawaterproofer.co.nz. Homeowners do not have accounts on the website. Deletion requests relate to enquiry records held by FAW.

Contractors may request removal of their contractor profile by emailing privacy@findawaterproofer.co.nz or contractors@findawaterproofer.co.nz.

All deletion requests are subject to FAW's obligation to retain records for lawful business, tax, accounting, complaint resolution, fraud prevention, or legal purposes. FAW will inform you if any records need to be retained and explain why.

17. Reviews, testimonials, and public content

If FAW enables reviews, ratings, testimonials, or other public content features, some information may be visible publicly on the website. FAW may moderate, edit, remove, or refuse to publish content that appears false, misleading, offensive, unlawful, privacy-invasive, or inconsistent with FAW's platform rules.

Contractor obligations regarding reviews are set out in the Contractor Agreement (clause 32).

18. Children

FAW is not designed for use by children under 16. If FAW becomes aware that it has collected personal information from a child without appropriate permission, FAW may delete or restrict that information.

The Website Terms require Users to be at least 18 years old to submit an enquiry or use the Website.

19. Changes to this Privacy Policy

FAW may update this Privacy Policy from time to time. If changes are material, FAW will take reasonable steps to notify affected users or publish a clear notice on the website. The updated Privacy Policy applies from the date shown at the top of the policy.

20. Contact and complaints

For general questions, contact:

General contact: hello@findawaterproofer.co.nz

If you have a question, request, or complaint about privacy, contact:

Privacy contact: privacy@findawaterproofer.co.nz

FAW will try to respond within a reasonable time.

If you are not satisfied with FAW's response, you may contact the Office of the Privacy Commissioner:

Website: privacy.org.nz

Phone: 0800 803 909

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