

Effective Date: 1 April 2026

Jourdain + Co is committed to protecting your privacy and handling your personal information responsibly and in accordance with the Privacy Act 2020 (New Zealand).

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you visit our website, contact us, or engage our professional services.

Who we are

Jourdain + Co is a New Zealand consultancy providing professional services in:

- Employment Relations
- Human Resources
- Dispute Resolution
- Mediation and Conflict Management
- Organisational Change Management
- Governance and Strategic Advice
- Leadership and Workforce Development

We understand that many matters we work on involve confidential and sensitive information. Protecting your privacy is fundamental to our professional practice.

What information we collect

Depending on how you interact with us, we may collect:

Information you provide

This may include:

- Your name
- Organisation name
- Position or job title
- Email address
- Telephone number
- Postal address
- Information contained in enquiries submitted through our website
- Information provided when requesting a proposal or consultation
- Information relating to employment matters or workplace issues where you engage our services

Website information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access
- Website usage statistics
- Cookies and similar technologies

This information helps us improve our website and user experience.

How we use your information

We use personal information to:

- Respond to enquiries
- Provide professional consulting services
- Prepare proposals and service agreements
- Manage our client relationships
- Arrange meetings and consultations
- Send information you have requested

- Improve our website and services
- Meet legal and professional obligations
- Protect our legal rights where necessary

We only collect information that is reasonably necessary for these purposes.

Confidential client information

Many of our engagements involve confidential employment, organisational, or workplace information.

We treat all client information confidentially and only use it for the purpose for which it was provided unless:

- you authorise us to do otherwise;
- disclosure is required by law; or
- disclosure is necessary to protect legal rights or comply with professional obligations.

Cookies

Our website may use cookies to improve functionality and understand how visitors use the site. Cookies may collect anonymous information such as browsing behaviour and website performance. You can disable cookies through your browser settings, although some website features may not function correctly.

Third-party services

Our website may use trusted third-party providers to support services such as:

- website hosting;
- analytics;
- email communications;
- online enquiry forms; and
- cloud-based business systems.

These providers may process personal information on our behalf and are expected to maintain appropriate privacy and security standards.

Disclosure of Information

We do not sell, rent, or trade personal information.

We may disclose personal information:

- to service providers assisting us in delivering services;
- where authorised by you;
- where required by law;
- to regulatory authorities where legally required;
- to professional advisers such as lawyers or accountants when necessary; or
- in connection with protecting our legal rights.

Storage and security

We take reasonable steps to protect personal information from:

- unauthorised access;
- misuse;
- loss;
- alteration; and
- unauthorised disclosure.

Information may be stored electronically using secure cloud-based systems and may also be retained in secure physical files where appropriate.

While we take reasonable security measures, no method of electronic transmission or storage is completely secure.

Overseas storage

Some of our technology providers may store information outside New Zealand. Where this occurs, we take reasonable steps to ensure personal information receives comparable protection consistent with New Zealand privacy law.

Retention of information

We retain personal information only for as long as it is required for:

- providing our services;
- complying with legal obligations;
- professional record-keeping requirements; or
- resolving disputes.

Information is securely destroyed or de-identified when it is no longer required.

Access and correction

You have the right to request access to the personal information we hold about you and to request correction if you believe it is inaccurate.

Requests should be made using the contact details below.

We will respond in accordance with the Privacy Act 2020.

Marketing communications

We may occasionally send information about our services, publications, seminars, or events where you have requested information or where permitted by law.

You may opt out of receiving marketing communications at any time.

Links to other websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites.

We encourage you to review their privacy policies before providing personal information.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

Contact ss

If you have any questions about this Privacy Policy or wish to access or correct your personal information, please contact:

Jourdain + Co

Email: admin@jourdain.co

Phone: +64 21 573 216

Postal Address:

Level 1, B:Hive+ AIA House, 74 Taharoto Road, Takapuna, Auckland 0622.

If you are not satisfied with our response to a privacy concern, you may contact the Office of the Privacy Commissioner of New Zealand.