tuckr® New Zealand Privacy Policy

Last updated: November 2026

1. Introduction

CGO NZ Limited, trading as *tuckr*® ("tuckr", "we", "us", "our"), is committed to respecting your privacy and protecting personal information in accordance with the New Zealand Privacy Act 2020.
tuckr provides food services to school communities throughout New Zealand.
All tuckr online orders and payments are managed through Kindo, an independent third-party ordering platform. tuckr does not directly collect or manage customer account or payment information through its online ordering services.
This Privacy Policy explains how we handle the limited personal information we may access when fulfilling orders, responding to enquiries or operating our website.

2. Personal Information

tuckr does not operate its own customer ordering database.
For online pickup orders, authorised tuckr canteen staff can view the following information provided through Kindo:

- First name
- Last name
- Room number

This information is attached to the relevant food order and is used solely to identify the correct person when preparing and distributing orders.
We do not use this information for marketing or unrelated purposes.
If you voluntarily contact us by email, telephone or another communication channel, we may also receive your name, contact details and any information you choose to provide.
We use this information only to respond to your enquiry, manage the matter you have contacted us about or meet applicable legal obligations.
We do not sell personal information to third parties.

3. Online Ordering Through Kindo

All tuckr online orders and payments are managed through Kindo and its systems.
Personal information provided when placing orders, creating accounts or making payments is collected and processed through Kindo in accordance with its privacy policy.
tuckr canteen staff have limited access to the first name, last name and room number associated with each pickup order, for the sole purpose of identifying and distributing the correct order.
For further information about how Kindo handles personal information, please refer to:
Kindo Privacy Policy (PDF)
For enquiries relating to Kindo accounts, payments or personal information held by Kindo, please contact Kindo directly.

4. Website Information and Cookies

Our website may use standard technical services, including website hosting, cookies or analytics tools, which may automatically process limited technical information such as:

- IP addresses
- Browser and device information
- Website usage and performance data

Where collected, this information is used to maintain website functionality, security and performance and to improve the user experience.
You can manage or disable cookies through your browser settings.

5. Sharing of Information

We do not sell or share personal information for unrelated marketing purposes.
Personal information accessed through Kindo for order identification is used only for preparing and distributing orders and is not shared for unrelated purposes.
Where you contact us directly, we may share relevant information with authorised staff or trusted service providers where reasonably necessary to respond to your enquiry, operate our business or comply with legal obligations.
We take reasonable steps to ensure personal information is handled appropriately and in accordance with applicable privacy laws.

6. Storage and Security

We take reasonable steps to protect any personal information we receive or access against loss, misuse, unauthorised access, modification or disclosure.
Online ordering information is managed through Kindo's systems. tuckr staff access only the information necessary to identify and distribute pickup orders.
We retain any personal information held directly by tuckr only for as long as reasonably necessary for the purpose for which it was received or as required by law.
When information is no longer required, we take reasonable steps to securely delete or anonymise it.

7. Your Privacy Rights

Under the New Zealand Privacy Act 2020, you have the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate personal information

To exercise these rights, please contact us using the details below.
For personal information held by Kindo in connection with online ordering, please contact Kindo directly. If your request relates to information accessed by tuckr, you may also contact us.

8. Third-Party Websites

Our website may contain links to third-party websites or services.
These websites operate independently and may have their own privacy policies and practices.
We encourage you to review the privacy policies of any third-party websites you visit.

9. Privacy Breaches

If a privacy breach involving personal information we hold or access is likely to cause serious harm, we will comply with our obligations under the Privacy Act 2020.
This may include notifying the Office of the Privacy Commissioner and affected individuals where required by law.

10. Contact Us

If you have questions about this Privacy Policy, concerns about how we handle personal information or wish to exercise your privacy rights, please contact:
Email: **hello@tuckr.nz**
You may also contact the New Zealand Office of the Privacy Commissioner at www.privacy.org.nz.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our business operations, website or legal obligations.
The latest version will be published on our website.