

Privacy Policy

The Combined Building Supplies Cooperative (CBS) is committed to respecting your privacy. We will always collect, store, use and disclose your personal information in accordance with the Privacy Act 2020. However, we have also established a privacy policy to protect your personal information when you submit it or we collect it, including through our Contact Us page.

By providing us with personal information, you consent to our collection, storage, use and disclosure of personal information in accordance with this privacy policy. In this policy, our “online services” include services and information offered on, provided by and/or booked through our website found at <https://combinedbuildingsupplies.com/> (website) or one of our social media pages (including Facebook, Twitter, Google+, and LinkedIn), and email communications and subscription services; and “personal information” means information about an identifiable individual.

1. What Personal Information Do We Collect?

Information You Give Us

You may provide us with personal information about yourself, such as your name, address, email address, and telephone number, when, for example, you fill out electronic comment forms on our website, participate in one of our events, or purchase services from us. If you do not give this information, we may not be able to provide goods or services to you.

Information we may collect about you

We collect information about visits to our website and other online services to measure the number of visitors to different parts of our website and, for example, to measure the effectiveness of advertising. We may also collect additional information about you when you use our online services or when you speak with one of our representatives including:

- Your preferences concerning types of products or services;
- The frequency of use of certain types of products or services; and
- Your location

Cookies

Our website uses a technology called cookies. A cookie is a small element of data (that may also hold your personal information) that our website may send to your computer. Any such cookie is typically stored on your computer’s hard drive and permits our website to recognise you when you return. Our use of cookies helps us provide you with a better experience on our website by allowing us to understand which areas of the site are of interest to you. You can configure your web browser not to accept cookies, although this may result in a loss of functionality.

If you receive email communications from us, we may also use email open and click tracking, including cookies, a single pixel image for tracking, and link redirects for tracking clicks, for us to get a better understanding of which email communications are of most interest to you, so we

can provide you with a better experience by sending relevant and interesting email communications.

2. How Do We Use The Personal Information?

We may use your personal information to process your transactions, to help us develop, improve, manage, administer and facilitate our services and business operations, to help us to develop our online services to be more available and user friendly to our customers, to administer your account, for safety and security issues, for our own internal purposes (such as risk management, staff training and billing), to conduct market research, and for any other use associated with such purposes or which you may authorise.

Additionally, we may use your personal information to promote and market our own products and services, as well as those of others. However, we will not do this by email or text (except as part of an email that facilitates, completes or confirms a transaction with you) unless we have your express, inferred or deemed consent to do so. These emails and texts will always include an “unsubscribe” facility (for further details on how to unsubscribe, see below).

Some uses of your personal information may involve transferring that information outside New Zealand, where it will be held and used by our related companies and business partners. You consent to that transfer on the understanding that it will not relieve us of our obligations to you under the Privacy Act.

CBS will only disclose personal information overseas where:

- the recipient is subject to privacy protections comparable to New Zealand law; or
- the individual has expressly authorised the disclosure; or
- another exception under the Privacy Act 2020 applies

3. Will We Disclose Your Personal Information To Others?

We do not sell, trade or rent your personal information to others without your consent. However, we may use other companies and individuals to perform services on our behalf, such as sending emails and processing payments. They may have access to your personal information needed to perform and provide these services, but we will not authorise them to use your personal information for any purpose that is inconsistent with this privacy policy.

When a member joins CBS they consent (as per the terms of their membership agreement) for their personal information; including their contact details provided in their application (name, address, phone number, email address), business name, and CBS membership number to be shared with CBS Suppliers (as listed at here: <https://combinedbuildingsupplies.com/suppliers/>) “Suppliers”. The purpose of the sharing of this information is to enable the CBS Suppliers to verify their membership and entitlement to the discounts available to CBS members and to enable the supplier to promote discounts, events and special deals to the members. A CBS member may request that their personal information be removed from information shared with suppliers. However, this may limit the supplier's ability to verify the member's eligibility for discounts, promotions, and other member benefits.

The CBS Privacy Officer, Jennifer Young holds a list of email addresses from each of our suppliers that queries relating to access or correction of your private information can be directed. Please email jenny@contactcbs.com to request this information.

We may also disclose your personal information where such disclosure is required by law.

4. What Personal Information is Received Indirectly?

Information received indirectly relates to personal information received from a third party. We indirectly receive personal information about our members predominantly from our suppliers which includes financial information in the form of sales data. The purpose of receiving this information includes enabling CBS to calculate and invoice for rebate payments owing from the supplier and where relevant, to calculate and pass on a rebate payment to the member. The CBS Customer Service Team may also use this information to better understand the way that the member uses their CBS benefits, to ensure that they are on our CBS price files and know what other benefits to offer them.

5. How Do We Store And Secure Your Personal Information?

We take reasonable steps to protect personal information from loss, unauthorised access, use, modification, disclosure, or other misuse. These measures include physical, technical, and administrative safeguards designed to help keep personal information secure.

While we take reasonable precautions to protect personal information, no method of transmission over the internet or electronic storage is completely secure. Accordingly, we cannot guarantee the absolute security of personal information transmitted to or stored by us.

If we become aware of a privacy breach involving personal information, we will respond in accordance with our obligations under the Privacy Act 2020, including notifying affected individuals and the Office of the Privacy Commissioner where required.

6. What About Links To Other Websites?

Our online services may contain links to other websites that are not under our control. These websites may use cookies. It is the responsibility of those third parties to collect appropriate consents from you in order to permit their own cookies (to the extent this is required by law) and to inform you about the cookies they use. You should check the privacy policy on all third-party websites to ensure you are comfortable with third-party cookies. We have no responsibility for linked websites, and provide them solely for your information and convenience. We specifically disclaim responsibility for their content, privacy practices and terms of use, and we make no endorsements, representations or warranties about their accuracy, content or thoroughness. Your disclosure of personal information to third-party websites is at your own risk.

7. When Can We Contact You Via Email, Text Or Telephone?

By subscribing to our email and/or text communications, or otherwise providing us with your email address and/or mobile number, you consent to receiving emails and/or texts (as the case may be) which promote and market our products and services, or the products and services of others, from time to time.

You can unsubscribe from our email communications and/or text communications at any time by clicking the “Unsubscribe” link in any promotional or marketing email or text received from us or by emailing us at unsubscribe@contactcbs.com. Once you have unsubscribed from our email or text communications, we will remove you from the corresponding marketing list as soon as is reasonably practicable.

8. How Do You Update Your Personal Information On File With Us?

We will take reasonable steps to ensure the personal information held by us is accurate. We will respond to any request by an individual to correct personal information held about that individual as soon as practicable following receipt of such a request. All requests of this nature should be directed to our Privacy Officer in the first instance.

You may request confirmation from us regarding whether we hold personal information about you. You may also request access to or a copy of the information and/or request that corrections or changes be made to it. All requests of this nature should be directed to us by emailing info@contactcbs.com or contacting us at 0800 227 266.

9. What Happens When We Update Our Privacy Policy?

We reserve the right to review this policy periodically and will notify you of any changes by posting an updated version on our website. Your use of our online services following any updates constitutes acceptance of this policy as amended. We recommend that you regularly review the policy when you visit our website. If you do not agree with any aspect of the updated policy, you must immediately cease using any of our online services.

10. Who Is Our Privacy Officer?

In accordance with the requirements of the Privacy Act 2020, we have appointed Jennifer Young as our Privacy Officer. The Privacy Officer has statutory obligations to:

- (a) Encourage and ensure our compliance with the information privacy principles of the Privacy Act 2020;
- (b) Deal with requests made to us pursuant to the Privacy Act 2020; and
- (c) Work with the Privacy Commissioner on any investigation of us.

If you have a privacy complaint—for example, you do not wish your personal information to be disclosed, you are receiving unwanted email or texts from us or would like further information about our privacy policy—please contact the Privacy Officer in the first instance by emailing the Privacy Officer at complaints@contactcbs.com marking the subject heading of your email “For the attention of the Privacy Officer”.

This document represents our privacy policy as at April 2026.