

Privacy Policy

Westgate Shopping Centre (Auckland), Milford Shopping Centre (Auckland), Fraser Cove Shopping Centre (Tauranga) and The Plaza (Palmerston North)

Last updated: March 2026

NZ Retail Property Group (**NZRP**) respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 2020.

NZRP (“we”, “our”, or “us”), own and manage the Westgate Shopping Centre (Auckland), the Milford Shopping Centre (Auckland), Fraser Cove Shopping Centre (Tauranga) and The Plaza (Palmerston North) (together, **NZRP Shopping Centres**)

By visiting a NZRP Shopping Centre, using our services, or submitting personal information to us, you agree to this Privacy Policy. This policy may change from time to time; the latest version will always be available on our website or at the centre.

This policy should be read alongside any applicable Terms & Conditions for our services or the Centre’s website.

Information We Collect

We collect personal information for lawful purposes connected to the operation and management of NZRP Shopping Centres.

This may include:

1. Personal information you provide to us

- Name, email, phone number, and business details (if applicable)
- Information submitted through leasing or general enquiry forms on our website
- Entries to competitions, promotions, or event registrations
- Communications with our staff via email, phone, or in writing
- Information provided when accessing centre Wi-Fi services or signing up to marketing communications

2. Information collected automatically or via technology

- Website activity through cookies and analytics (e.g., number of visitors, pages viewed, navigation patterns)
- CCTV footage for safety and security purposes
- Automatic number plate recognition (**ANPR**) for carpark management
- Mobile phone location tracking / analytics to understand foot traffic and improve centre operations
- Information collected through free Wi-Fi services provided at our shopping centres, which may include device identifiers, IP address, connection times, and approximate location of devices within the centre

- Device information such as MAC address, device type, browser type, and operating system when devices connect to or interact with centre technology infrastructure
- Audience measurement information collected from certain digital advertising screens or technologies located within the centre that measure shopper numbers, general demographics and engagement with displays. These technologies are designed to collect aggregated data and do not identify individual shoppers.

3. Information from third parties

- Retailers and other businesses operating within NZRPG Shopping Centres may provide information relevant to your interactions.
- We may also receive information from service providers or analytics partners assisting us to understand customer behaviour and improve centre operations.

How We Use Your Information

Your information may be used for purposes including:

- Responding to enquiries or requests
- Contacting competition winners and communicating information about events, promotions, or special offers
- Improving the safety, security, and management of NZRPG Shopping Centres
- Analysing website and visitor traffic to enhance customer experience
- Marketing and promotional communications, where consent has been given
- Risk management, internal reporting, and operational improvements
- Prevention, detection, investigation, and analysis of incidents or offences
- Understanding how customers use our shopping centres, including analysing foot traffic patterns, parking usage, Wi-Fi usage, and general customer behaviour
- Improving centre facilities, tenant mix, marketing activities and overall visitor experience

By providing your email or phone number, you consent to receiving communications related to these purposes. Marketing messages include instructions to unsubscribe.

Disclosure of Information

We may share your personal information where permitted or required by law, or with:

- Service providers supporting centre operations (e.g., security, IT, analytics, marketing)
- Law enforcement or regulatory authorities, including CCTV or ANPR footage, for safety or legal purposes
- Technology providers supporting Wi-Fi services, website hosting, analytics, and digital advertising systems
- Retailers or commercial partners in aggregated or anonymised form for the purposes of understanding visitor behaviour and improving retail offerings

We do not sell your personal information.

Storage and Security

We take reasonable steps to protect personal information from loss, unauthorised access, or misuse. Physical, electronic, and procedural safeguards are in place and regularly reviewed. Personal information may be stored:

- in secure electronic databases
- on secure cloud-based platforms operated by trusted service providers
- in limited circumstances in physical records.

Access to personal information is restricted to authorised personnel and service providers who require it for legitimate business purposes.

Personal information is retained only as long as necessary for the purpose it was collected or as required by law.

Cookies and Online Tracking

We use cookies and similar technologies to improve website functionality, monitor website traffic, and provide relevant content. Cookies may also allow us to recognise returning users and understand how visitors interact with our websites. You can manage cookies through your browser settings, though some features may be affected.

Your Rights

Under the Privacy Act 2020, you can:

- Request access to personal information we hold about you
- Request corrections to ensure accuracy
- Opt out of marketing communications at any time

Requests should be sent to the Privacy Officer at the contact details below.

Contact Us

NZRPG Marketing Team
Email: marketing@nzrpg.co.nz
Phone: 09 831 0200

For further information about privacy rights in New Zealand, visit the Office of the Privacy Commissioner website: privacy.org.nz.

NZRPG Copyright

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