

Privacy Statement

August 2026

New Zealand Thoroughbred Racing Incorporated (NZTR) and LoveRacing.NZ

1. Background

- 1.1 New Zealand Thoroughbred Racing Incorporated ("NZTR", "we", "us" or "our") collects, uses and manages personal information in connection with its functions under the Racing Industry Act 2020 and the Rules of Racing.
- 1.2 We are committed to complying with the Privacy Act 2020 (Privacy Act). This Privacy Statement explains how we collect, hold, use and protect personal information.
- 1.3 This Privacy Statement applies to our websites, platforms, mobile applications and to anyone who uses our services or otherwise interacts with us.
- 1.4 From time to time, we may change this Privacy Statement and will post the changes on our websites nztr.co.nz and loveracing.nz. The changes will take effect from the date the updated Privacy Statement is published on our websites.

2. What personal information do we collect?

- 2.1 We collect personal information in accordance with this Privacy Statement and the Privacy Act. We collect information where reasonably necessary to carry out our functions under the Racing Industry Act 2020 and to provide our services.
- 2.2 The information we collect will depend on the nature of our activities and your interactions with us. This may include:
 - personal information and contact details, including, but not limited to, your name, date of birth, gender, address, email address and telephone number;
 - financial information, including payment and transaction details necessary to process payments;
 - limited health information relating to concussion or fitness-to-participate requirements, such as whether an individual is cleared or not cleared to participate (see clause 3.3 under the subheading "Testing Providers"). We only collect and use this information where reasonably necessary to ensure participant safety and enforce racing, and health and safety requirements;
 - technical and device information, including your IP address, browser type, operating system, device identifiers, referral URLs, approximate location, website usage information and analytics data; and
 - any other information reasonably necessary to respond to your enquiries or provide you with our functions and services.
- 2.3 We may record and/or monitor telephone, video or web-based calls you have with our team for quality assurance and business purposes, including to:
 - monitor staff performance;

- improve our service quality;
 - protect our staff from abusive or inappropriate behaviour;
 - ensure we have an accurate record of your call to support any services provided over the phone;
 - resolve disputes; and
 - meet our legal obligations.
- 2.4 We collect, use, store and disclose this information in accordance with this Privacy Statement and the Privacy Act. If you continue with the call, we take this as your acknowledgment of this recording notice. If you prefer not to be recorded, please let us know so we can offer an alternative contact method. Recordings are stored securely and retained only for as long as necessary for the purposes outlined above.

3. How do we collect personal information?

Direct Collection

- 3.1 Wherever possible, your personal information will be collected directly from you, or from a person authorised by you to provide that information. Direct collection may include when you:
- communicate with us in person, by post, phone or electronically;
 - complete and submit forms, applications for licences, registrations, or other authorisations;
 - participate in racing, including through race entries, race results, placings, and other information in connection with your participation;
 - participate in competitions or promotions;
 - use or register for our services (such as online payment services, newsletters);
 - apply for employment with us; or
 - otherwise provide us with any of your personal information.

Indirect Collection

- 3.2 Where we collect personal information about you from a third party, IPP 3A of the Privacy Act requires us to take reasonable steps to notify you of the following matters at or as soon as reasonably practicable after that collection, unless an exception under the Act applies:
- the fact that the information has been collected from a source other than you, and (if you do not already know) the name and address of the agency that collected the information;
 - the purpose for which the information was collected;
 - the intended recipients of the information;
 - the name and address of the agency that will hold the information and, if it is known that the information is to be given to another agency, the name and address of that other agency;
 - whether the provision of information by the individual concerned is voluntary or mandatory and, if mandatory, the particular law under which it is required; and

- your rights of access to, and correction of, your personal information provided by the Privacy Act.

3.3 In some circumstances, we may collect personal information about you from third parties where lawful and reasonably necessary. This may include the New Zealand Police, credit reporting agencies, the Racing Integrity Board, medical providers, public sources, and other organisations connected with racing, integrity, safety, licensing, or compliance.

We may collect personal information from the following third parties:

- **Registration, Licensing and Background Checks (where applicable)**

As part of our registration, licensing, eligibility, and suitability processes, we may collect and verify personal information where reasonably necessary and where authorised or required by law (including under the Racing Industry Act 2020 and the Rules of Racing).

As part of assessing any applications or submissions, NZTR may contact your nominated referees or organisations to verify information provided in your application or submission. We use this information to assess and administer registrations, licences, eligibility, suitability, and related compliance matters, and for other purposes notified to you at the point of collection or otherwise permitted by law.

- **Credit Reporting Agency**

The credit reporting agency we currently use is Equifax (Level 10, Vero Centre, 88 Shortland Street, Auckland 1010, New Zealand). Further information about Equifax privacy practices is available on its website.

- **Testing Providers**

As part of our concussion and safety policies, testing and assessments may be carried out by third-party providers, including Proactive Health, NZTR's Medical Officer and Hato Hone St John. We may receive limited personal information from these providers, such as whether an individual is cleared to participate, where necessary to administer and enforce our policies. We do not receive or hold full assessment results or medical notes.

These providers are responsible for collecting, holding, and managing the assessment information they hold, including responding to requests for access to or correction of personal information they hold under the Privacy Act.

- **Another Racing Authority**

We may collect personal information from, and disclose personal information to, Another Racing Authority, including Harness Racing New Zealand, Greyhound Racing New Zealand (or the organisation that holds the Greyhound Racing New Zealand records), or a recognised authority for thoroughbred racing in any country (or state within that country) where reasonably necessary for licensing, integrity and other regulatory purposes.

- **Racing Integrity Board**

We receive information from the Racing Integrity Board as part of raceday functions, stable inspections, interviews for licensing and registration purposes, welfare and integrity investigations, and for any other regulatory matter under the Rules of Racing.

- **Identity Verification**

Where identity verification is required, we may use GBG Cloudcheck, an electronic identity verification service provided by GB Group plc, to verify your identity. We do not directly collect or retain copies of identity verification documents.

4. Why do we collect and use personal information?

4.1 We collect and use your personal information for the purposes for which it was collected, in accordance with this Privacy Statement and applicable law. This use includes carrying out our statutory, regulatory, and administrative functions under the Racing Industry Act 2020 and the Rules of Racing.

4.2 We may use your personal information to:

- administer racing activities, including processing licences, registrations, and other regulatory functions;
- provide and manage our services, including processing payments and communications;
- operate, maintain and improve our websites, digital platforms and other services;
- communicate with you, personalise content and services, and provide information about racing activities, events, products, services, promotions, competitions and other opportunities relating to thoroughbred racing;
- detect, investigate and prevent fraud, misconduct, security incidents, and other unlawful activity;
- conduct research and analysis to improve our services and support the racing industry;
- publish information relating to racing participants, horses, race entries, race results, ownership, and other racing activities where authorised or required under the Racing Industry Act 2020, the Rules of Racing, or where reasonably necessary for the administration, promotion, integrity, and transparency of thoroughbred racing; and
- comply with legal and regulatory obligations.

4.3 Some services may be subject to additional privacy terms. Where those terms apply and are inconsistent with this Privacy Statement, the specific terms will prevail to the extent of the inconsistency.

4.4 Where you consent to receiving marketing or promotional communications, you may opt out at any time by contacting us at marketing@nztr.co.nz or by using the unsubscribe function included in the communications.

5. Who we may share your personal information with

5.1 We will only disclose your personal information where:

- you have authorised the disclosure, or
- we are otherwise permitted or required to do so by law, as set out in this Privacy Statement.

5.2 We may disclose your personal information to:

- TAB NZ and its contractual partner Entain Australian and New Zealand, where necessary for the administration and operation of New Zealand racing and wagering activities;
- service providers who assist us to operate our business or provide our services or functions, including providers of IT systems, website hosting, data storage, and payment services (to the extent disclosure is required);
- advertising, analytics, marketing and content delivery providers that assist us to operate our websites and services;
- statutory, regulatory, or enforcement bodies (including the Racing Integrity Board, Office of the Ombudsmen, Office of the Privacy Commissioner, Commerce Commission and the Department of Internal Affairs), where disclosure is authorised or required by law;
- Another Racing Authority;
- third parties listed in section 3.3 of this Privacy Statement; or
- any person or organisation we notify you about at the time of collection, or that you authorise us to disclose your information to.

5.3 We may collect, use, and disclose personal information to and from the Racing Integrity Board where reasonably necessary to support its statutory functions under the Racing Industry Act 2020, including its integrity, bet monitoring, safety, regulatory, investigative and compliance functions under the Racing Industry Act 2020 and the Rules of Racing. Any sharing of personal information with the Racing Integrity Board will be carried out in accordance with the Privacy Act and this Privacy Statement.

5.4 If we disclose personal information within or outside New Zealand, we will do so in accordance with the Privacy Act and this Privacy Statement. This includes disclosures where:

- it is for a purpose for which the information was collected;
- you have authorised the disclosure;
- the information is disclosed in a form that does not identify you;
- disclosure is necessary to prevent or lessen a serious threat to health or safety; or
- disclosure is otherwise permitted or required by law.

5.5 Where we disclose your personal information to a person or entity outside New Zealand, we will only do so in accordance with the Privacy Act. This means we will only make such a disclosure where we believe on reasonable grounds that at least one of the following conditions is met:

- you have authorised the disclosure to the overseas recipient;
- the overseas recipient carries on business in New Zealand and, in relation to the information to be disclosed, is subject to the Privacy Act;
- the overseas recipient is subject to privacy laws that, overall, provide comparable safeguards to those in the Privacy Act;

- the overseas recipient is a participant in a binding scheme prescribed by regulations made under the Privacy Act;
- the overseas recipient is subject to the privacy laws of a country prescribed by regulations made under the Privacy Act, and the disclosure is not precluded by any limitation or qualification prescribed in respect of that country; or
- the overseas recipient is required to protect your personal information in a way that, overall, provides comparable safeguards to those in the Privacy Act, for example, under a contract or data transfer agreement entered into between us and the recipient.

5.6 The requirements in clause 5.5 do not apply where we are disclosing your personal information outside New Zealand in order to prevent or lessen a serious threat to public health, public safety, or to the life or health of any individual, and it is not reasonably practicable in the circumstances to comply with those requirements. Overseas disclosure may include disclosure to Another Racing Authority, racing integrity bodies, or other regulatory or enforcement bodies for the purposes of licensing, eligibility, integrity, or enforcement functions relating to thoroughbred racing.

6. Website and cookies

- 6.1 If you visit any of our websites, applications or services, we may automatically collect technical and usage information, including your IP address, browser type, operating system, device information, pages visited, approximate location (where enabled), and analytics information relating to your use of our services.
- 6.2 We may use cookies and similar technologies to support website functionality, improve website performance, and understand how our website is used. You can manage cookies through your browser settings.
- 6.3 Where enabled through your device or browser settings, we may collect approximate location information to provide localised content, racing information, events and services.

7. How long do we hold personal information?

- 7.1 We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, regulatory, integrity, disciplinary, investigative and enforcement requirements or as otherwise required by law.

8. If you do not provide the requested information

- 8.1 If you do not provide the personal information that we request, we may be unable to respond to your enquiries, process applications, provide services, or otherwise deal with your requests.
- 8.2 In some circumstances, you may be required to provide personal information to enable us to meet our legal and regulatory obligations, including those under the Racing Industry Act 2020 and the Rules of Racing.

9. Storage and security

- 9.1 Personal information we hold is stored in our secure database that can only be accessed by authorised users. We have implemented reasonable steps to protect your personal information from interference, misuse, loss, unauthorised access, and modification.

10. Notification in the event of a privacy breach

- 10.1 In the event of a privacy breach, we will comply with the notification requirements under the Privacy Act as applicable.

11. Links to other sites

- 11.1 Our website may contain links to third-party websites or services. This Privacy Statement does not apply to those websites or services, and we are not responsible for their privacy practices.

12. Your rights of access and correction of personal information

- 12.1 You have the right to request access to any personal information that we hold about you and the right to request correction of the personal information that we hold about you by emailing us at compliance@nztr.co.nz. We will respond to your access or correction request as soon as reasonably practicable, and no later than 20 working days after receiving your request, unless an extension or transfer applies under the Privacy Act.
- 12.2 If we cannot give you access to the personal information you have requested, we will let you know the legal reasons for not disclosing your personal information. If we do not agree to make any requested correction, we will let you know the legal reasons for our decision and you may then request that a statement of correction be attached to your personal information.

13. Contact us

- 13.1 If you have any questions about this Privacy Statement, please get in touch:

Telephone:	0800 946 637
Email:	compliance@nztr.co.nz or marketing@nztr.co.nz
Our address:	New Zealand Thoroughbred Racing, 16 Dick Street, Cambridge or PO Box 357, Cambridge Box Lobby, Cambridge 3450, New Zealand

14. Privacy complaints

- 14.1 If you are unhappy with our response to your request, you have the right to complain to the Office of the Privacy Commissioner. You can contact the Office of the Privacy Commissioner by phone on 0800 803 909 or by email at: enquiries@privacy.org.nz.