

# LET ME OUT & VENYOU PRIVACY POLICY

Last updated: 30 July 2026

## 1. INTRODUCTION

1.1 Let Me Out Ltd (Company Number: 9429032663396), trading as both "Let Me Out" and "Venyou" (together, "we", "us", "our", or the "Company"), is committed to protecting your privacy.

1.2 This Privacy Policy explains how we collect, use, store, disclose, and protect personal information in connection with our websites [www.letmeout.co.nz](http://www.letmeout.co.nz) and [www.venyou.co.nz](http://www.venyou.co.nz), our database/mailling list, our competitions and promotions, our bookings and services, and our social media pages.

1.3 This Policy applies across both the Let Me Out and Venyou brands. It is intended to comply with the Privacy Act 2020 (New Zealand) and the Information Privacy Principles (IPPs) set out in that Act.

1.4 By using our websites, subscribing to our database, entering a competition or promotion, or otherwise providing us with personal information, you agree to the collection and use of your information as described in this Policy.

## 2. WHAT PERSONAL INFORMATION WE COLLECT

We may collect the following categories of personal information:

2.1 Contact details: name, email address, phone number, and postal/delivery address.

2.2 Account and subscription information: details provided when you subscribe to our database or mailing list, or create an account with us.

2.3 Booking information: details required to book or facilitate travel, accommodation, or experiences on your behalf, including travel dates, accommodation preferences, and number of guests.

2.4 Competition/promotion entries: information submitted when entering a competition or promotion, such as your name, email address, and any other details requested at entry.

2.5 Communications: records of correspondence between you and us, including emails, enquiry form submissions, and social media messages or comments.

2.6 Technical and usage information: such as IP address, browser type, device information, and information collected via cookies or similar technologies when you visit our website(s). See clause 8 (Cookies) below.

2.7 Marketing preferences: your preferences regarding the types of communications you wish to receive from us, and your subscription/unsubscribe status.

## 3. HOW WE COLLECT PERSONAL INFORMATION

We collect personal information:

3.1 Directly from you, when you subscribe to our database, enter a competition or promotion, make a booking or enquiry, contact us, or interact with our social media pages or advertisements (including on Facebook, LinkedIn, and Google Ads).

- 3.2 Automatically, through cookies and similar technologies when you visit our website(s).
- 3.3 From third parties, such as Facebook, LinkedIn, or Google, where you interact with our content or ads on those platforms and choose to provide us with your information (for example, by submitting a lead form).
- 3.4 From our partners and suppliers, such as hotels or accommodation providers, where necessary to arrange or confirm a booking made on your behalf.

#### 4. PURPOSES FOR WHICH WE USE PERSONAL INFORMATION

We collect and use personal information for the following purposes:

- 4.1 To operate and manage our database/ mailing list, and to send you newsletters, offers, competition updates, and other marketing communications, where you have subscribed to receive these.
- 4.2 To administer competitions and promotions, including determining eligibility, conducting prize draws, notifying and verifying winners, and arranging prizes.
- 4.3 To make, confirm, and manage bookings on your behalf, and to liaise with accommodation providers and other suppliers to fulfil those bookings.
- 4.4 To respond to your enquiries, requests, and feedback.
- 4.5 To improve our website(s), products, services, and marketing, including through analysis of website usage and engagement with our communications.
- 4.6 To comply with our legal obligations, resolve disputes, and enforce our agreements and policies (including our promotion terms and conditions).
- 4.7 For any other purpose for which you have given us your consent, or which is otherwise permitted under the Privacy Act 2020.

#### 5. DISCLOSURE OF PERSONAL INFORMATION

- 5.1 We do not sell your personal information.
- 5.2 We may disclose personal information to:
  - (a) accommodation providers and other travel/ experience suppliers, to the extent necessary to arrange or confirm a booking or prize on your behalf;
  - (b) service providers who assist us with email marketing, database management, website hosting, analytics, and customer communications
  - (c) Facebook, LinkedIn, and Google, to the extent necessary to run and measure the performance of our advertising and promotions on those platforms;
  - (d) professional advisors (such as our lawyers, accountants, or auditors), where reasonably necessary;
  - (e) any person as required or authorised by law, or to protect our legal rights.
- 5.3 Where we engage third-party service providers to process personal information on our behalf, we take reasonable steps to ensure they protect that information in a manner consistent with this Policy.
- 5.4 Some of our service providers (for example, email marketing or hosting platforms) may store or process personal information on servers located outside New Zealand. Where this occurs, we take reasonable steps to ensure the information receives an equivalent standard of protection to that required under the Privacy Act 2020.

## 6. STORAGE AND SECURITY

6.1 We take reasonable steps to protect personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction, using appropriate physical, electronic, and administrative safeguards.

6.2 We retain personal information only for as long as reasonably necessary to fulfil the purposes for which it was collected, or as required by law.

6.3 No method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security of personal information.

## 7. YOUR RIGHTS: ACCESS, CORRECTION, AND UNSUBSCRIBING

7.1 Under the Privacy Act 2020, you have the right to request access to, and correction of, personal information we hold about you.

7.2 You may unsubscribe from our database or marketing communications at any time, by using the unsubscribe link included in any marketing email, or by contacting us using the details in clause 10.

7.3 If you unsubscribe from our database while a competition or promotion entry requires an active subscription, you acknowledge that you may no longer be eligible for that competition or promotion, as set out in the applicable promotion terms and conditions.

7.4 To make a request to access or correct your personal information, or to ask any question about how we handle your information, please contact us using the details in clause 10. We will respond to any such request within a reasonable time and in accordance with the Privacy Act 2020.

## 8. COOKIES

8.1 Our website(s) may use cookies and similar technologies to improve your browsing experience, understand how visitors use our site, and support our marketing (including advertising on Facebook, LinkedIn, and Google).

8.2 You can control or disable cookies through your browser settings; however, some parts of our website(s) may not function properly if you do so.

## 9. CHILDREN'S PRIVACY

9.1 Our website(s), database, competitions, and promotions are not directed at, and are not intended for use by, individuals under the age of 18. We do not knowingly collect personal information from children.

## 10. CONTACT US AND COMPLAINTS

10.1 If you have any questions, concerns, or complaints about this Privacy Policy or how we handle your personal information, please contact us at:

Let Me Out Ltd (trading as Let Me Out and Venyou)

Email: [chelsea@letmeout.co.nz](mailto:chelsea@letmeout.co.nz)

Address: 20 Belle Terrace, Waiheke Island

10.2 If you are not satisfied with our response to a privacy concern or complaint, you have the

right to make a complaint to the Office of the Privacy Commissioner (New Zealand), at [www.privacy.org.nz](http://www.privacy.org.nz).

## 11. CHANGES TO THIS POLICY

11.1 We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated version will be posted on our website(s) with a revised "Last updated" date, and will apply from the date it is posted.