

Privacy Policy — WIL Farmer Portal

Organisation	Waimakariri Irrigation Limited (“WIL”, “we”, “us”, “our”)
Service	WIL Farmer Portal (the “Portal”)
Website	https://portal.wil.co.nz/
Related site	https://www.wil.co.nz
Privacy contact	compliance@wil.co.nz
Last updated	1st October 2026
Governing law	New Zealand (including the Privacy Act 2020)

1. Purpose of this policy

This privacy policy (“policy”) explains how we collect, use, store, manage, disclose, and protect personal information when you use the Portal.

The Portal is a private, invite-only web application for authorised farm users and WIL staff. It is used to manage access to information in respect of a farm, view farm documents (such as environment plans and maps), and download shared farmer resources.

By using the Portal, you accept that your personal information is processed in accordance with this policy. If you do not agree, please do not use the Portal and contact us instead.

References to “you” or “your” in this policy are to the user of the Portal as described in section 2.

2. Who this policy applies to

This policy applies to People invited to access the Portal in respect of a farm (farm managers, shareholders, irrigation / environmental managers, and other authorised roles).

It should be read in conjunction with, and does **not** replace, any separate privacy notice on WIL’s website (wil.co.nz), which may cover other WIL services or website analytics.

3. What personal information we collect

The types of personal information that we collect and hold include:

3.1 Account and identity

Depending on how you sign in, this may comprise:

- Name (first name, last name, and any display name supplied by you or your sign-in provider)
- Email address
- Password (stored only as a secure one-way hash — we cannot read your password)
- Profile image URL, if supplied by an identity provider (for example Google or Apple)
- Account status (for example active / inactive)

3.2 Sign-in with third-party providers

If you choose to use Google, Microsoft 365, Apple, or another enabled identity provider, to sign into the Portal we receive identity information from that provider as needed to authenticate you — typically a provider account ID, verified email address, name, and (where provided) profile photo. We only allow provider sign-in when the provider reports a **verified** email address, because access is matched to invitations by email.

Apple Sign In: If you use Apple and choose “Hide My Email”, Apple may give us a private relay address (for example @privaterelay.appleid.com) instead of your real email. Because Portal invitations are issued to a specific email address, a relay address usually will not match your invitation and sign-in may be refused. To use Apple Sign In with the Portal, you must use the same email address that was invited (do not hide your email), or contact WIL for help.

We do **not** receive your provider password. Your provider undertakes the authentication process and confirms that you have been authenticated to us.

3.3 Farm access and invitations

- Farm memberships and roles on each farm
- Optional access expiry dates on a farm membership
- Invitation records: invited email, name, role, farm, who sent the invite, invite status, and expiry
- Records of who invited whom (for audit / administration)

3.4 Session and technical information

- Session tokens and session expiry (so we can keep you signed in securely)
- Standard server / application logs that may include IP address, browser type, timestamps, and error details needed to operate and secure the Portal application

3.5 Documents and files

The Portal stores farm-related files uploaded by WIL admins (and, where applicable, shared “Farmer Resources” documents), for example:

- Farm environment plans and related PDFs
- Farm maps / GIS packages
- Other compliance or operational documents configured for a farm
- Platform-wide farmer resources (available for download)

These files may contain personal or commercially sensitive information about farms, landowners, or staff depending on what is uploaded. WIL admins only upload material relevant to the farm that may access it. WIL admins may also upload other general material WIL wishes to share with authorised Portal users.

3.6 What we do not collect (via the Portal)

- Public self-registration form data (the Portal is invite-only)
 - Payment / card details
 - Precise device location beyond what may appear in ordinary web request logs
 - Marketing preference centres inside the Portal
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4. How we collect information

We collect personal information when:

- A farm manager, shareholder, or WIL admin invites you by email and name
- You accept an invitation and create or link an account (password and/or identity provider)
- You sign in and use the Portal
- WIL admins maintain farms, users, and shared resources
- You contact WIL about Portal access (for example via [portal access](#) or support@wil.co.nz)

We may also receive limited identity data from Google, Microsoft, Apple, or other configured sign-in providers when you use those options. The relevant privacy policies of those providers govern their use of information provided to them in order to sign in to the Portal. WIL recommends that you review these providers' privacy policies before signing in with these options. If you use these providers to sign in to the Portal, you are permitting these providers to share the personal information set out in section 3.2 of this policy with us. These details are linked to you and enable you to access the Portal.

We may also collect your information if someone else in your farm organisation provides it to us.

If you are providing someone else's personal information to us in connection with the Portal, you must ensure you have obtained their consent to do so. You must also ensure that such person is aware that we will collect and hold that personal information in accordance with this policy.

If you do not provide the information requested by us you may not be able to access the Portal or use all of its functionality, and we may not be able to adequately respond to any request you make or correspondence with us.

5. Why we collect and use personal information

We use the personal information collected for the following purposes:

Purpose	Further detail
Provide the Portal	Verify your identity and authenticate you to permit access to the Portal, show the correct farms, enforce roles and permissions, tailor the Portal to your use
Manage access	Send or process invitations, expire or remove farm access, administer accounts
Deliver farm content	Let authorised users view or download farm documents and farmer resources
Updates	Research, develop and improve the content and functionality of the Portal
Operate, support and secure the Portal application	Sessions, access control, managing, monitoring, maintaining, troubleshooting, preventing misuse, security detection, investigation and resolution, and investigating complaints
Communicate about access	Invite links, account/access support, operational notices related to the Portal
Enforce rights	Protect our property, legal rights, or that of others, including enforcing our terms and conditions
Meet legal obligations	Respond to lawful requests; resolve disputes, keep records we are required to retain

We use cookie and session information as explained in section 7 of this policy.

We may also use your personal information it is in a form in which you are not identified, or for any other purpose authorised by you or by the Privacy Act 2020.

6. Access control (who can see what)

Users of the Portal can see personal information of other users as follows:

- **Farm users** can see information and documents for farms they are authorised to access, according to their role.

- **People who manage logins** on a farm can see and manage memberships and pending invites for that farm.
- **WIL administrators** can manage farms, users, invitations, and shared farmer resources across the Platform, and may access farm content as required to operate the service.

Other farm users cannot see your account outside the membership / invite context of farms you share (subject to role rules in the Platform).

You must not use personal information of other users, other than as permitted by that user or in accordance with your farm organisation's own privacy policies.

7. Cookies and similar technologies

The Portal uses cookies / session storage required for authentication and keeping you signed in. These are essential for the Portal to function.

We may also use cookies to collect usage information. That information is used in statistical and aggregate formats to assess the effectiveness of and to improve the Portal.

Cookies are text files that identify your computer or mobile device to the cookie, so that when you visit the Portal again, the cookie will identify your computer as returning to the Portal. We set our own cookies and do not permit anyone to set third party cookies on our websites. Cookies in themselves do not identify individual users and are not used to collect or store personally identifiable information about you. However, the information they collect often still constitutes personal information.

You can choose to set your computer or device to notify you when a cookie is issued, or to reject any cookies, but the latter means that you may not be able to log in to the Portal or it may not function correctly or at all.

8. Managing and disclosing personal information

Information collected by us is held by us. Our address is stated in section 14 of this policy.

We may transfer personal information to third party providers (such as service providers and providers of software tools used by us in our business) to perform services on our behalf, to process that personal information for us, or to hold it on our behalf. Overseas processing may occur where a service provider stores or processes data outside New Zealand (for example cloud regions). WIL remains responsible for that storage and processing.

We require service providers to protect personal information appropriately and to use it only to provide their services to us. We do not permit service providers to use your personal information for their own purposes.

In some cases, we need to disclose your personal information to a third party, such that the third party may use that personal information as permitted by law and/or in accordance with its own privacy policy for its own purposes. This is limited to the following situations:

Recipient	Situation
Identity providers, including Google, Microsoft and Apple	We only provide your log on request to the identity provider so that it can authenticate you to us. We do not provide any other personal information to the identity provider.
Regulators	If we are required by law to provide a regulator with your personal information or you or someone in your farm organisation asks us to provide the organisation's commercial information to the regulator and it contains your personal information.

9. Retention and Deletion

We keep personal information only as long as needed for the purposes above, including:

- While your account or farm membership is active
- For a period after access ends, where needed for security, dispute resolution, or legal / compliance record-keeping
- To manage backups
- Invite records and audit-related history as needed for administration

When information is no longer required, we take reasonable steps to delete or de-identify it, subject to backup and legal retention constraints.

You may request us to delete your personal information by contacting us (as set out in section 14 below). Where you contact us to request us to delete your personal information we will first need to take steps to confirm your identity. Once we have confirmed your identity we can action your deletion request. Requests are actioned within one month. However, please note that you may not request deletion of personal information that this policy states we may retain, and actioning any deletion request is subject to the above retention provisions. In addition, an audit record of the deletion request will be retained.

10. Security

We take reasonable technical and organisational steps, in accordance with the Privacy Act, to protect your personal information, including:

- Encrypted connections (HTTPS) in normal production use
- Password hashing (passwords are not stored in plain text)
- Role-based access control and invite-only account creation
- Private cloud file storage (files are not served from a public anonymous container; downloads go through authenticated Portal APIs)
- Session expiry and authenticated API checks

No method of transmission or storage is completely secure. Please protect your login details and tell us promptly if you think they have been compromised or suspect unauthorised access to the Portal using them.

11. Your choices and rights

Under the Privacy Act 2020 you may request access to, or correction of, personal information we hold about you. Your rights of access to and correction of any personal information we hold about you are subject to the procedures set out in the Privacy Act.

You may also:

- Ask us to update your name or related details (or ask a farm manager / WIL admin, depending on the change)
- Stop using the Portal and ask for your access to be removed (farm managers / WIL admins control farm memberships; WIL admins control Platform accounts)
- Contact us with a privacy complaint

To make a privacy request or complaint, email **support@wil.co.nz** with enough detail for us to identify you and respond. We may need to verify your identity before we can respond.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner: <https://www.privacy.org.nz>.

12. Third-party links and sites

The Portal may link to WIL's public website (for example portal access requests) or other external sites. Those sites have their own privacy policies. This policy applies only to the Portal.

13. Changes to this policy

We may update this policy from time to time. The "Last updated" date will change when we do. Material changes may also be communicated through the Portal or by email where appropriate. Continued use of the Portal after an update means you accept the revised policy, except where applicable law requires otherwise.

14. Contact us

Waimakariri Irrigation Limited

Privacy / Portal compliance: support@wil.co.nz

Portal access requests: <https://www.wil.co.nz/portal-access>

Address:

267 High Street

PO Box 556

Rangiora
