

PRIVACY POLICY

Amax Limited t/a Pronto Hire - Last updated: August 2026



Amax Limited t/a Pronto Hire is committed to protecting your personal information. This Privacy Policy explains what personal information we collect, how we use it, and your rights under the New Zealand Privacy Act 2020.

By using our website at prontohire.co.nz or providing us with your personal information, you agree to the terms of this Privacy Policy.

1. WHO WE ARE

Pronto Hire (Amax Limited t/a Pronto Hire) is a New Zealand-owned plant and equipment hire company, operating from depots in Silverdale and Warkworth and servicing customers across Auckland, Northland, and Waikato. Our services include machinery hire, transport, workshop, and equipment sales.

In this privacy policy, "Pronto Hire", "we", "us", or "our" refers to Amax Limited t/a Pronto Hire.

If you have any questions about how we handle your information, you can contact us at:

Email: hire@prontohire.co.nz

Phone: 0800 77 66 86

Address: 86 Forge Road, Silverdale, Auckland

2. WHAT PERSONAL INFORMATION WE COLLECT

We may collect the following personal information from you:

Through our contact and enquiry forms: your name, phone number, email address, company name, and any details you include in your message.

Through our hire request form: your name, phone number, email address, company name, site address, hire start date, hire period, and delivery preferences.

Through our newsletter signup: your email address and your content preferences (machinery updates, sales updates, or all updates).

Through our donation request form: your name, email address, phone number, company name, and your request details.

Automatically through your use of our website: your IP address, browser type, device type, pages visited, time spent on pages, and how you arrived at our site. This is collected via Google Analytics and Google Tag Manager.

3. HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to:

Respond to your hire enquiries, quote requests, and general questions

Process and manage your hire agreements

carrying out credit, fraud, security, or identity checks

Send you our newsletter if you have subscribed

Consider and respond to donation requests

Improve our website and understand how visitors use it

Comply with our legal obligations

We will not use your personal information for any purpose unrelated to the reasons it was collected, unless you give us permission or we are required to by law.

4. HOW WE KEEP YOUR INFORMATION SECURE

We take reasonable steps to keep your personal information secure, including using secure systems, limiting access to authorised staff, and working with service providers who meet appropriate security standards.

5. WHO WE SHARE YOUR INFORMATION WITH

We do not sell your personal information to third parties.

We may share your information with trusted third-party service providers who help us operate our website and business, including:

Google - for Google Analytics (website analytics), Google Tag Manager (tag management), and reCAPTCHA (spam prevention on our forms). Google's privacy policy is available at policies.google.com/privacy.

Vimeo - our website embeds video content hosted on Vimeo, which may set cookies when you view those videos.

Vimeo's privacy policy is available at vimeo.com/privacy.

Email and CRM providers - we use Mailchimp to manage our customer communications and newsletter. Mailchimp may process personal information such as your name and email address for this purpose.

These providers are only given the information they need to perform their specific services and are required to keep your information secure.

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Some of our service providers, including Google, Mailchimp, and Vimeo, may store or process your information on servers located overseas. Where this occurs, we take reasonable steps to ensure your information receives an equivalent level of protection to that required under New Zealand law.

6. COOKIES

Our website uses cookies - small text files stored on your device - to help the site function and to understand how it is used.

Cookies we use include:

Essential cookies: required for the website to function, including form submission and security.

Analytics cookies: set by Google Analytics to help us understand how visitors use our site. These do not identify you personally.

Third-party cookies: set by Vimeo when you watch embedded videos, and by Google reCAPTCHA to prevent spam.

You can control and manage cookies through your browser settings. Please note that disabling certain cookies may affect how the website functions.

7. HOW LONG WE KEEP YOUR INFORMATION

We keep your personal information for as long as is necessary to provide our services to you and to meet our legal obligations. Enquiry and hire records are generally kept for 7 years. You can ask us to delete your information at any time by contacting us directly.

8. YOUR RIGHTS

Under the New Zealand Privacy Act 2020, you have the right to:

Ask us what personal information we hold about you

Request a correction to your personal information if it is inaccurate or incomplete

Ask us to stop using your personal information in certain circumstances

Make a complaint if you believe we have breached your privacy rights

To exercise any of these rights, please contact us at hire@prontohire.co.nz or 0800 77 66 86. We will respond to your request within 20 working days.

9. PRIVACY BREACHES

If a privacy breach occurs, Pronto Hire will take reasonable steps to contain and investigate the breach, mitigate any harm, and prevent it from recurring. Where required by the Privacy Act 2020, Pronto Hire will notify the Office of the Privacy Commissioner and affected individuals as soon as practicable.

10. PRIVACY COMPLAINTS

Privacy questions or complaints may be directed to our Privacy Officer at hire@prontohire.co.nz. Pronto Hire will acknowledge and investigate each complaint and respond within a reasonable time. If you are not satisfied with our response, you may complain to the Office of the Privacy Commissioner at www.privacy.org.nz.

11. LINKS TO OTHER WEBSITES

Our website may contain links to other websites, including Trade Me and Google Maps. We are not responsible for the privacy practices of those websites and recommend you review their own privacy policies.

12. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Any changes will be published on this page with an updated date at the top. We recommend checking this page periodically.

13. CONTACT US

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please get in touch:

Email: hire@prontohire.co.nz

Phone: 0800 77 66 86

Post: Amax Limited t/a Pronto Hire, PO Box 315600, Silverdale 0944