Cruzen Campers
Privacy Policy

How we collect, use, store, and protect your personal information.

Last updated: 29 July 2026

What this policy covers

Your privacy matters to us. This policy explains what personal information Cruzen Campers Ltd (“Cruzen Campers”, “we”, “our”, “us”) collects, how we store and use it, how you can access and correct it, and when we may share it.

It applies whenever you use our website, make a booking, purchase or hold a Cruzen holiday voucher, or contact us. By using our services you accept this policy. If you provide information on behalf of someone else (for example a family member or travel companion), you confirm you are authorised to do so.

The information we collect

We only collect personal information where it is reasonably necessary to deliver our services, meet our legal obligations, or improve your experience. Depending on how you use Cruzen Campers, this can include your name, date of birth, contact details, driver’s licence, passport details, country of residence, payment information, and travel preferences.

How we collect it

Directly from you — when you make a booking, purchase a voucher, create an account, or contact us.

Through our website and app — via cookies and analytics tools that help us understand how the site is used.

From trusted service providers — such as payment processors, insurers, and roadside assistance partners, where needed to deliver our services.

From public sources — such as public reviews or social media, where you have shared feedback about us.

Why we collect it

We use your personal information to confirm and manage bookings, verify voucher ownership, process payments, refunds, and security deposits, communicate with you about your booking or account, keep our vehicles, customers, and staff safe and compliant, respond to enquiries and resolve claims, and meet our legal, insurance, and accounting obligations.

With your consent, we may also send you occasional updates and offers — you can unsubscribe at any time. If you choose not to provide requested information, we may not be able to deliver some or all of our services to you.

We will never sell or rent your personal information to anyone.

Digital voucher records

Cruzen holiday vouchers are recorded and verified using secure digital ledger technology operated by Cruzen Campers’ own systems. Each voucher is issued as a unique digital record that confirms ownership and the details of the holiday it represents.

You do not need any cryptocurrency, digital wallet, or technical knowledge to purchase, hold, transfer, or use a Cruzen holiday voucher — our systems manage the digital records on your behalf. We never ask for, see, access, or store any private keys, seed phrases, or other digital assets belonging to you.

Who we share information with

We share limited information with trusted partners who help us operate, and only what they need to do their job: payment processors (such as Stripe, Wise, or our NZ banking partners) to handle payments; email and analytics

tools (such as our email platform Encharge and website analytics tools) to run our website and communications; insurers, towing, and roadside assistance providers to support you on the road; and legal or regulatory authorities (such as NZ Police, IRD, or local councils) where the law requires it.

All third-party providers are expected to handle your information in line with the New Zealand Privacy Act 2020 and, where applicable, overseas privacy laws such as the GDPR.

How we store and protect it

Your information is stored securely on encrypted servers located in Australia and New Zealand, or other approved jurisdictions with comparable privacy safeguards. Access is limited to authorised Cruzen Campers staff and service providers who need it to perform their duties.

We keep your information only as long as necessary to meet legal, contractual, or operational requirements. After that, we take reasonable steps to delete or anonymise it.

Your rights

You have the right to access and request a copy of the information we hold about you, ask us to correct or delete inaccurate or outdated information, withdraw your consent to marketing messages, and ask us to limit or stop processing your information in certain situations.

To exercise any of these rights, email info@cruzencampers.com. We may ask for proof of identity before acting on a request, and we aim to respond to all privacy enquiries within 10 working days.

If you believe your information has been mishandled, you can contact the Office of the Privacy Commissioner (NZ) at privacy.org.nz.

Cookies

Our website uses cookies and similar tools to keep the site working properly and to help us understand how it is used. You can manage or disable cookies at any time through your browser settings.

Changes to this policy

We may update this policy from time to time to reflect changes to our services or the law. The latest version will always be available on this page.

Questions about your privacy?

Our Privacy Officer is responsible for making sure we live up to this policy. Get in touch any time:

Email: info@cruzencampers.com
Phone: +64 274 827 129
Post: Cruzen Campers, P.O. Box 5064, Mt Maunganui 3116, New Zealand