

LeadPilot / LEADPILOT LIMITED

Effective date: 8 May 2026

Version: 1.0

Contact: leadpilot.ltd@outlook.com



1. Introduction

This Privacy Policy explains how LEADPILOT LIMITED, trading as LeadPilot (“LeadPilot”, “we”, “us”, or “our”), collects, uses, stores, and discloses personal information.

LeadPilot operates a lead management and lead relay service. Customers may submit enquiries through our website, forms, advertisements, landing pages, CRM tools, automation systems, or other communication channels. LeadPilot may collect customer information and pass that information to one or more independent third-party businesses or contractors (“Clients”).

By using our website or submitting an enquiry, you agree to the terms of this Privacy Policy.

2. Information We Collect

We may collect personal information including:

- Full name
- Phone number
- Email address
- Address or service location
- Service request details
- Uploaded files, photos, or documents
- Communication history
- IP address and device information
- Website usage and analytics data
- Browser and cookie data
- Any other information voluntarily provided to us

3. How We Collect Information

We may collect information when you:

- Submit an enquiry or form
- Visit or use our website
- Respond to advertisements or landing pages
- Contact us by phone, email, or SMS
- Interact with our CRM or automation systems
- Communicate with one of our Clients
- Engage with our social media or marketing content

We may also collect information automatically through cookies, analytics tools, and tracking technologies.

4. How We Use Information

We may use personal information for purposes including:

- Receiving and processing enquiries
- Assessing or qualifying leads
- Matching enquiries with suitable Clients
- Relaying enquiries to Clients
- Contacting customers regarding enquiries
- Operating and improving our systems and services
- Marketing and advertising purposes
- Analytics and reporting
- Fraud prevention and security
- Customer support and administration
- Legal and compliance purposes

5. Sharing Information

By submitting an enquiry, you authorise LeadPilot to share your information with one or more Clients.

Clients are independent third-party businesses. LeadPilot is not responsible for how a Client handles your information, communicates with you, or provides services.

We may also share information with third-party service providers that help us operate our business, including CRM providers, hosting providers, analytics providers, communication tools, payment providers, and IT support providers.

Some information may be stored or processed outside New Zealand.

6. Data Security

We take reasonable steps to protect personal information from unauthorised access, misuse, disclosure, alteration, or loss.

However, no online platform, website, email system, CRM, or internet transmission can be guaranteed to be completely secure.

7. Data Retention

We may retain personal information for as long as reasonably necessary to operate our business, maintain records, comply with legal obligations, resolve disputes, or enforce agreements.

We may delete, anonymise, or archive information when no longer required.

8. Marketing Communications

We may send service-related or marketing communications where permitted by law.

You may unsubscribe from marketing communications at any time by using the unsubscribe option provided or by contacting us at leadpilot.ltd@outlook.com.

9. Access and Correction

You may request access to personal information we hold about you and request corrections where appropriate.

Requests can be made by contacting:

leadpilot.ltd@outlook.com

10. Limitation of Responsibility

LeadPilot does not guarantee that a customer will receive a response, quote, booking, or completed service from a Client.

LeadPilot is not responsible for Client pricing, availability, workmanship, conduct, qualifications, response times, or service outcomes.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Updated versions will apply from the date they are published on our website.