













## **Access to and correction of your personal information**

Under the Privacy Act 2020, you have the right to access and correct your Personal Information.

In accordance with the Privacy Act 2020, BSI Brokers Limited and our Financial Advisers will:

- Give you the opportunity to access the Personal Information, we hold about you, and correct any errors in this Personal Information, generally without restriction. You may request access to your Personal Information by contacting your Financial Adviser.
- Provide our dispute resolution procedures to you, should you wish to complain about how BSI Brokers Limited or your Financial Adviser handle your Personal Information.

BSI Brokers Limited and our Financial Advisers aim is to have accurate and up-to date information. When you receive policy schedules, renewal notices or other documents from your Financial Adviser, you should contact them if you consider the information is not correct. Where reasonably possible and appropriate, your Financial Adviser will correct the information on BSI Brokers Limited's systems or held on their file or note your request to correct the information on our systems or files.

If you have a complaint or want more information about how BSI Brokers Limited are managing your Personal Information, please contact the our Privacy Officer on the details below.

For security reasons, any request for details of Personal Information held by BSI Brokers Limited must be made in writing.

If you wish to access your personal information, please contact your Financial Adviser or write to Privacy Officer, BSI Brokers Limited Ltd, 9 Rosa Place, Henderson or email [complainants@bsibrokers.co.nz](mailto:complainants@bsibrokers.co.nz)

### **Do we transfer information overseas?**

Any personal information provided to BSI Brokers Limited or your Financial Adviser may be transferred to, and stored at, a destination outside New Zealand, including but not limited to Australia, United Kingdom and the United States of America.

Details of the countries we disclose to may change from time to time. Personal information may also be processed by staff or by other third parties operating outside New Zealand who work for us or for one of our suppliers, agents, partners or related companies.

When we send information overseas, in some cases we may not be able to take reasonable steps to ensure that overseas providers do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire our services and products you agree that you cannot seek redress under the Act or against us (to the extent permitted by law) and may not be able to seek redress overseas. If you do not agree to the transfer of your personal information outside New Zealand, please contact us.

In the event that we may need to transfer your personal information to an overseas provider who does not have comparable privacy law protections in place, we will advise you and seek your express consent to provide your personal information to the provider, prior to doing so.

### **Sale or restructure of business**

In the future we may consider the sale or restructure of our business or the purchase of the business of other Insurance Brokers or financial advisers. In such circumstances, it may be necessary for your personal information to be disclosed to permit the parties to assess the sale or restructure proposal for example through a due diligence process. We will only disclose such of your personal information as is necessary for the assessment of any sale or restructure proposal and subject to appropriate procedures to maintain the confidentiality and security of your personal information. In the event that a sale or restructure proceeds, we will advise you accordingly.



## **DIRECT MARKETING**

We may use your personal information, including any email address you give to us, to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services and events which we consider may be of interest to you). Without the limitation just described, if it is within your reasonable expectations that we send you direct marketing communications given the transaction or communication you have had with us, then we may also use your personal information for the purpose of sending you direct marketing communications which we may consider may be of interest to you. We may request our related parties to contact you about services and products that may be of interest to you. You have the right to opt-in and opt-out of receiving direct marketing communications. Please contact your Financial Adviser if you would like more information.

## **OUR WEBSITE**

You can visit our website without providing any personal information. We will only collect personal information through our websites with your prior knowledge for example where you submit an enquiry or application online.

Email addresses are only collected if you send us a message and will not be automatically added to a mailing list.

## COOKIES

A cookie is a small string of information that a website transfers to your browser for identification purposes.

The cookies we use may identify individual users.

- Cookies can either be “persistent” or “session” based.
- Persistent cookies are stored on your computer, contain an expiration date, and are mainly for the user’s convenience.
- Session cookies are short-lived and are held on your browser’s memory only for the duration of your session; they are used only during a browsing session and expire when you quit your browser.
- We may use both session and persistent cookies. This information may be used to personalise your current visit to our websites or assist with analytical information on site visits.
- Most internet browsers can be set to accept or reject cookies. If you do not want to accept cookies, you can adjust your internet browser to reject cookies or to notify you when they are being used. However, rejecting cookies may limit the functionality of our website.

## COMPLAINTS

If you do have a complaint about privacy, we ask that you contact our office first to help us to assist you promptly.

To resolve a complaint, we:

- Will liaise with you to identify and define the nature and cause of the complaint;
- May request that you detail the nature of the complaint in writing;
- Will keep you informed of the likely time within which we will respond to your complaint;
- Will inform you of the reason for our decision in resolving such complaint; and
- Keep a record of the complaint and any action taken in our Register of Complaints.

If you have a complaint, please contact us at email [complaints@bsibrokers.co.nz](mailto:complaints@bsibrokers.co.nz) or write to us at 9 Rosa Place, Henderson Auckland 0612 and our Privacy Officer will then attempt to resolve the issue or complaint. We recommend that you retain this information for future reference.

## HOW TO CONTACT US AND OPT OUT RIGHTS

If you wish to gain access to your personal information, want us to correct or update it, have a complaint about a breach of your privacy, wish to withhold your consent (opt out) of providing consent to any of the uses of your information including receiving offers of products or services from us, or have any other query relating to our Privacy Statement, contact your Financial Adviser or our Privacy Officer during business hours on:

Phone: +64 21 067 7312

Email: [complaints@bsibrokers.co.nz](mailto:complaints@bsibrokers.co.nz)

Attn: Privacy Officer BSI Brokers Limited

9 Rosa Place, Henderson Auckland 0612

We welcome your questions and comments about privacy.

This Privacy Statement is current from 16th January 2023. If this Privacy Statement or any part thereof is amended or modified in the future, the revised version will be available by contacting our office or on our website.

You can also obtain information on privacy issues in New Zealand on the Privacy Commissioner website at [www.privacy.org.nz](http://www.privacy.org.nz) or by contacting them by email at [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz) or by calling on +64 4 474 7590