



PRIVACY POLICY

This Privacy Policy is for Gold Band Finance Limited's ("Gold Band") customers, and it sets out the way we comply with the requirements of the Privacy Act 1993.

Trust means a lot to us at Gold Band. We're in the business of investing in people and to do that we have to ask people for sensitive information about their finances. We know you will only share information with us if you trust us and so your privacy is very important to us.

During the course of our relationship with you, we may tell you more about how we handle your information. For example, when you complete a loan application, we tell you that we'll collect personal information about you from credit reporters. When you receive this other information, please consider it carefully.



The personal information we collect about you

We collect personal information from you in a number of ways when you request or use one of our products or services.

Usually, we collect information from you directly – such as in the application form you complete for us – and sometimes we have to ask a third party for information about you – such as a credit reporter or public register. We may also collect personal information about you from your broker or from other financial service providers.

Where we collect personal information about you from third parties, we'll do so only with your consent or if we have a lawful basis to do so. You consent to us approaching third parties when you complete our application forms. For this reason, it's important that you read these forms carefully.

The personal information we collect about you may include:

- contact details;
- relationship information;
- employment information;
- details of your assets and liabilities;
- credit information (from credit reporters);
- criminal history information (where that is publicly available);
- information from the Personal Property Securities Register or other public registers;
- copies of your identity documents; and
- information about you contained in publicly available sources, such as media or the internet.

The way we use your personal information

We primarily use the personal information we collect about you to decide whether we can lend you money or otherwise do business with you. We also use your information to manage our relationship with you over time. This can include ensuring that you continue to be an acceptable risk for us.

We may use your personal information for the following purposes:

- identifying you and ensuring that we can comply with our obligations under anti-money laundering legislation;
- assessing and deciding on applications for loans or investments;
- administering the loans or investments we provide;
- managing our relationship with you or your broker;
- improving the products we offer and ensuring they're meeting your needs;
- identifying and telling you about other products or services we think you may be interested in (you can opt out of this by contacting us);
- managing and monitoring our risks, including identifying and investigating any illegal activity such as fraud;
- recovering any unpaid debts or other monies owing; and
- complying with our legal and regulatory obligations and any lawful requests from government agencies or regulators.

We may also use your personal information for other purposes, without your consent, where those uses are permitted by law.

Who we disclose your personal information to

As a financial service provider, we must at times disclose personal information to third parties in order to meet the purposes set out on the previous page.

Generally, we'll only disclose your personal information in the ways set out below. If we need to disclose information for other purposes, and it's not practicable to obtain your consent to do so, then we'll only disclose that information if permitted by law.

We may disclose your personal information to:

- any third parties you authorise us to disclose your personal information to;
- any person with whom you hold a joint loan or investment product;
- your broker at loan origination;
- your broker on an ongoing basis, if you consent to this;
- credit reporters, both at the time you apply for a loan and occasionally during your relationship with us;
- other financial service providers or motor vehicle dealers where required to administer a loan or manage a shared security over personal property;
- government or law enforcement agencies, including regulators, where permitted or required by law;
- the Insurance and Financial Services Ombudsman if you've made a complaint;
- our directors and independent trustees, generally only at an aggregated level; and
- suppliers of outsourced functions, such as our lawyers, auditors, debt collection agencies, repossession agents, private investigators or data storage providers.

How we keep your personal information secure

Storage of personal information

The personal information we collect about you is stored by Gold Band Finance Limited on its local server at 6 Sir William Pickering Drive, Christchurch 8140. We also regularly back up our server to our trusted data storage provider located in Dunedin. We do not store any of our information in the cloud or overseas.

Our security safeguards

We take all reasonable steps to ensure that your personal information is protected against loss, unauthorised use, access or disclosure and any other misuse.

At Gold Band, we believe that privacy is everyone's responsibility. Our employees have been trained to understand the Privacy Act and the obligations it places on us. We all adhere to a number of policies and practices designed to ensure that your personal information is safe and secure. For example, we:

- encrypt the information we send to our data storage provider, who stores it in encrypted form on its servers;
- ensure that any personal information we email to you or any other third party is sent as a secure PDF;
- take reasonable precautions to verify the identity of people requesting personal information from us; and
- make sure our employees understand that personal information may only be accessed or used for legitimate work purposes.

We retain your personal information only for as long as we need it. Generally, this means that we must retain your information at least for as long as you're a customer and usually for a number of years afterwards, to enable us to comply with our regulatory obligations and any legal action we may be required to respond to.

We destroy the personal information we no longer need in a secure manner.

Your right to request a copy of your personal information

You have the right to request a copy of any personal information Gold Band holds about you. The types of information we may hold about you are listed above. Please note that you can only request personal information about yourself, unless you have the consent of another party to request information on their behalf.

You can also make a request for your personal information through your broker or another representative. Your representative will need your written consent to make this request, so please make sure you provide this to them.

You can request a copy of your personal information by calling us on 0800 55 3000, emailing us at admin@goldbandfinance.co.nz or writing to us at **The Privacy Officer, Gold Band Finance, PO Box 713, Christchurch 8140.**

Whichever way you make your request, we must take steps to ensure that you're authorised to do so. This might involve asking you some security questions, checking your identity documents or verifying your signature. Please understand that we must do this in order to protect your privacy.

The Privacy Act permits us to withhold personal information from you in certain circumstances, such as where the information is commercially sensitive or legally privileged. We might also refuse to provide you with information that is also about other people if we think this would be unwarranted. If we withhold information from you, we'll tell you why.

We're required by the Privacy Act to make a decision on your request – and convey this to you – within 20 working days. However, we'll usually respond to you more quickly than this. Where we cannot make a decision within 20 working days, we'll let you know and explain why.

Your right to correct your personal information

You also have the right to request the correction of personal information Gold Band holds about you, if you believe it's inaccurate.

To request the correction of information, you should follow the same steps as are set out above for requesting a copy. Again, we must respond within 20 working days but will try to respond sooner. Where we do not agree that the information is inaccurate, and we refuse to correct it, if appropriate we'll attach your request to the disputed information as a "statement of correction".



Any questions or complaints

Where we have refused a request for access to, or correction of, personal information or where you have any other concerns about the way we have handled your personal information, you have the right to make a complaint.

In the first instance, please let us know about your concerns by asking to speak with our Privacy Officer using the contact details set out above. We'll do everything we can to put the matter right, but if we can't resolve your complaint for you, then you have the right to make a complaint to the Office of the Privacy Commissioner by:

- completing an online complaint form at www.privacy.org.nz; or
- writing to the Office of the Privacy Commissioner, PO Box 10-094, The Terrace, Wellington 6143.



Amendments to this policy

From time to time we may amend this Privacy Policy, to reflect the evolution of our business, products or services. Please make sure you review this policy periodically to ensure you're up to date with our privacy practices.

