

This privacy policy sets out the way that i-Select Limited and i-Select Tax Limited and (we, us, or our) complies with the requirements of privacy laws, codes and regulations in New Zealand (Privacy Laws), and governs how we collect, use and protect any personal information you provide to us, whether online, via phone, text, email, in letters or in other correspondence.

This privacy policy explains

- what information we may collect about you and how we store that information;
- how we will use and store information we collect about you;
- when we may use your details to contact you;
- whether we will disclose your details to anyone else;
- your choices regarding the personal information you provide to us; and
- the use of cookies on our website and how you can exercise your choices in relation to those cookies.

Please note that New Zealand's Privacy Laws may differ from your home country's privacy laws.

The information we collect

We may collect information about you (such as your name, date of birth, address, telephone number, e-mail address, etc.) through:

- you contacting us directly;
- providing services to you (where relevant);
- application forms, pension transfer forms, and other similar documents; and
- you filling out a form on our website, including a 'Contact Us' form. If you enter your contact details in one of our online forms, we may use this information to contact you even if you don't 'send' or 'submit' the form. We will only do this to see if we can help with any problems you might be experiencing with the form or with our websites. If you provide us with personal information about another person, you should obtain their consent to do so, having informed them of this privacy policy where appropriate. We automatically collect certain non-personally

identifiable information when you visit our website (such as the type of browser you are using, the type of operating system you are using, and the domain name of your internet service provider).

How we use this information

We will use your personal information for a number of purposes including the following:

- in relation to any correspondence you have entered into with us;
- to provide any goods or services to you (where relevant);
- for internal administration purposes;
- to provide you with information about our activities or online content you have agreed to receive and we are required by law to provide you;
- to personalise the way our content is presented to you;
- to use IP addresses to identify the location of users, to block disruptive use, to establish the number of visits from different countries. We use non-personally identifiable information to analyse usage of our website (such as aggregated information on the pages visited by our users), which allows us to improve the design and content of our site. Any data gathered will be shared, if appropriate, with any third parties who provide services to us or on our behalf.

Will I be contacted for marketing purposes?

We will not contact you for marketing purposes.



Sharing and disclosure of personal information

We will only use your information for the purposes for which it was obtained or directly related purposes. We may share your personal information with any of the following; other entities in our group, our professional advisors, legal tribunals and courts, our supervisor, the Financial Markets Authority, any tax authority for any jurisdiction we are subject to, and any of our third party service providers (including web services and cloud storage/hosting providers) where that disclosure is reasonably required to fulfil any purpose for which your personal information was collected or any directly related purpose. We may also disclose personal information where:

- we are required to do so by law;
- you have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances; or
- we are otherwise permitted to do so under Privacy Laws. For the purposes set out above we may transfer personal information to parties located in other countries (some of which may not have an equivalent level of data protection laws as those in New Zealand). Before transferring any personal information to an overseas recipient, we take steps that are reasonable in the circumstances to ensure the overseas recipient complies with the principles contained in New Zealand Privacy Laws or is bound by a substantially similar privacy scheme unless you consent to the disclosure or it is otherwise required or permitted by law.

Security of information

We hold personal information in accordance with Privacy Laws. We are committed to keeping personal information secure. We will use all reasonable precautions to protect personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We cannot guarantee the privacy of personal information that you transmit over the internet or that may be collectable in transit by others (including contractors who provide services to us).

How you can access or correct your personal information

You have a right to request access to, and correction of, personal information we hold about you by contacting us at the details in the 'Contact Us' section below. Your request will be dealt with in accordance with Privacy Laws.

The accuracy of the information we hold about you is important. Please advise us if your personal information changes to help in ensuring that the information we hold is up to date, complete and relevant.

Privacy Officer

Our Privacy Officer is responsible for ensuring compliance with New Zealand privacy laws and for responding to access requests. If required please contact our Privacy Officer through the contact details below.

Collection of information by others

Our Website contains links to other sites and you should consult the other sites' privacy notices. Their information practices may be different than ours and we have no control over information that is submitted to, or collected by, these third parties. We cannot accept any responsibility or liability for the privacy practices of third party websites and your use of those websites is at your own risk.

Cookies

Cookies are small text files on your device. They are made by your web-browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to our website's server.

We may use cookies on our website to help us remember the information you enter, by passing a unique identification between your device and the website that identifies you. This means that as you use the website we can relay any information you have entered earlier back to you at a later time.

We may use automated devices and applications to evaluate usage of our website. We use these tools to help us improve our website's performance and user experiences.

Where cookies hold any personal information, those cookies will be handled in accordance with this privacy policy.

If you choose to disable or block cookies, parts of our website may not function as intended, or at all. Cookies can be disabled or blocked through your browser settings.

Changes to our Privacy Policy

We reserve the right to revise our privacy policy, or any part of it, from time to time. Please review the policy periodically for changes.

Contact us

If you have any questions or concerns about this Privacy Policy please contact us at chris@i-select.co.nz or call our Privacy Officer, Chris Heffernan, on 03 308 0143. If you decide that we should no longer hold any of your personal data, or wish to change the use to which any such data can be put, please contact us.