

## Personal information

Gibson Sheat recognises the importance of protecting your privacy. When dealing with personal information we comply with the Privacy Act 2020.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see [www.privacy.org.nz](http://www.privacy.org.nz).

You agree that your use of our website, or any account, product or service provided by us, indicates acceptance of this Policy and you authorise us to collect, use and share your personal information as outlined in this Policy.

Gibson Sheat will only collect personal information that is connected to a function or activity we carry out, and only where the collection of that information is necessary for that function or activity. Gibson Sheat collects information about you for the purposes listed below.

Gibson Sheat is required to collect personal information about you to meet New Zealand and overseas legal obligations (i.e. protecting your money and assisting in preventing fraud and money laundering). It is important we keep our information about you up-to-date. To do that we need your help. Please tell us as soon as possible if your contact details or other information you have given us has changed.

If you do not provide personal information that we have requested, you may not be able to obtain or access the services for which the personal information is required.

We collect personal information about you from:

- You, when you provide that personal information to us, including via the Website and any related account and service, through any registration or subscription process, through any contact with us (e.g. telephone call, audio or video meeting, email or physical mail), when you ask for our services, and during our relationship with you
- Third parties (only when you have authorised this) or the information is publicly available
- We may also make enquiries with others to verify the information you provide to us.

Where possible, we will collect personal information from you directly.

We will collect and use your personal information legally and fairly, and for the following purposes:

- To obtain and/or verify your identity
- Opening and operating your client account

- To provide services to you, and managing your relationship with us
- For sending you Gibson Sheat publications and invitations to seminars and functions
- To improve the services that we provide to you
- For internal business purposes such as invoicing and receipting, making payments to you or on your behalf and debt recovery
- To respond to communications from you, including a complaint
- To conduct research and statistical analysis (on an anonymised basis)
- To protect and/or enforce our legal rights and interests, including defending any claim
- For any other purpose authorised by you or the Act
- To comply with any laws in New Zealand or overseas applying to us or the accounts, products or services we provide you.

You have the right to access your personal information. You have the right to correct any personal information that is wrong.

You can access or correct your personal information by calling 04 569 4873, emailing [info@gibsonsheat.com](mailto:info@gibsonsheat.com) or calling into our one of our offices; 1 Margaret St, Lower Hutt, 50 Customhouse Quay, Wellington, or 40 Perry Street, Masterton.

The Act allows us to charge you a fee to access the information we have about you.

We may disclose your personal information to:

- Any business that supports our accounts, services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the database, Website, disaster recovery services or other services and products
- Debt collection agencies
- Organisations conducting market research, data processing and statistical analysis for us
- Our/your insurers in relation to money you owe us
- Our assignees or potential assignees
- Anyone that we need to contact to carry out your instructions to us (including the recipient of any payment)
- Upon receipt of a request by a person who can require us to supply your personal information (e.g. a regulatory authority)

- Upon receipt of a request by any other person or body authorised by the Act or another law (e.g. a law enforcement agency, or IRD/our banks regarding Foreign Account Tax Compliance Act or Common Reporting Standard obligations)
- Any person or body where legislation requires us to disclose your personal information (eg Anti-Money Laundering and Countering Financing of Terrorism Act, IRD, The Financial Markets Authority, and other Government agencies)
- Any other person authorised by you.

After you cease to be a client, we will no longer use your personal information unless authorised to by you or required to by law.

## Email communications from us

We may email you to invite you to seminars that we are hosting. If you do not wish to receive these emails, please let us know.

You may opt out of receiving emails from us at any time. You can do this by contacting us by email phone or using the 'unsubscribe' feature in any of our newsletters.

## Call recording

We may record interactions with you (including in telephone calls, and in audio or video meetings) and you consent and agree to us doing so.

## Intellectual property

Unless otherwise shown, we own all copyright and other intellectual property rights in the material on this website. The material on this site is subject to copyright except where it is otherwise noted.

## Security

We take security precautions to protect personal information submitted on our website against loss and unauthorised access or disclosure.

Personal information such as credit card details are encrypted and transmitted in a secure way. You can verify this by looking for a padlock icon at the bottom of your web browser, or looking for "https" at the beginning of the web page address.

We also protect your information offline. The computers/servers in which we store personal information are kept in a secure environment.

You are responsible for ensuring the security of the personal information held on your computer, mobile or other device.

## Links

This website may, from time to time, contain links to other websites. Please be aware that these links are for your convenience only and that we are not responsible for the content or privacy practices of other websites.

## Updates

Our privacy policy may change from time to time and all updates will be posted on this page.

**If you wish to discuss our privacy policy, you are welcome to contact us via telephone at +64 4 569 4873 or by email [info@gibsonsheat.com](mailto:info@gibsonsheat.com)**