

## How we collect and use information about you

It's 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 any of your contact details or other information you've given us changes.

We take your privacy seriously, and understand the need to keep your information confidential and secure. We update our technology regularly to help protect your information. To help prevent fraud, we also recommend you take steps to keep any information about you or your accounts with us secure.

## What we can use information about you for

You agree we can use information about you to do any of the following things:

- To assess whether we'll give you a particular account, product, or service.
- To provide you with, or manage any of, our accounts, products, or services, or our relationship with you.
- Unless you tell us otherwise or opt out, to give you information about other accounts, products, or services we offer, including communicating with you about this through online advertising, such as on ANZ's websites, third party websites and applications including social media.
- Unless you tell us otherwise or opt out, to give you information about products or services that other reputable companies or organisations offer, if we have a continuing relationship with them.
- To help us work with other reputable companies or organisations in New Zealand or overseas that offer loyalty programmes or other services connected with any of the accounts, products, or services we offer.
- For data analysis, including to understand, tailor and improve your experience online (including ANZ Internet Banking services, ANZ goMoney, third party websites and applications including social media) and to identify products and services you may be interested in getting or finding out about, and to generate insights.
- To do market research. We can also compare information we have about you with publicly available information about you or information held by other reputable companies or organisations we have a continuing relationship with, for any of the reasons above.
- To comply with any laws in New Zealand or overseas that apply to us, to you, or to the accounts, products, or services we provide you.
- To identify, prevent or investigate any actual or suspected fraud, unlawful activity, misconduct or threats to our systems. Our use of information may include monitoring traffic and information to and from our website and other IT systems for those purposes.

If you don't want to get information about products or services we or other reputable companies or organisations offer just call us on 0800 269 296 or tell us at any branch.

## Who we collect information about you from, and who we can give it to

To help us carry out any of the uses above, you agree that we can get information about you from, or give your information to, any of the following people or organisations in New Zealand or overseas:

- You, any authorised signatories or your agents (including information you or they have entered on our website or any website hosted or administered by any member of the ANZ Group).
- Your parents or guardians, if you're under 18 years old.
- Credit reporters. This includes both good and bad information about your credit history, and notifications that other people have enquired with the credit reporter about you.
- Debt recovery agencies.
- Anyone in the ANZ Group.
- Anyone who guarantees any money you owe us.
- Anyone who helps us carry out any of the uses above, like mail houses, market research companies or data analysis companies.
- Any reputable companies or organisations we have a continuing relationship with.
- Anyone who offers loyalty programmes or other services connected with any of the accounts, products, or services we offer.
- Other banks or financial institutions, as part of our obligations when paying or receiving money on your behalf.

# ANZ Privacy Statement

- Any other person or organisation as allowed by the Privacy Act 1993.
- Anyone who assists us to identify, prevent or investigate fraud, unlawful activity, misconduct or threats to our systems.

For any of the reasons under 'What we can use information about you for' above, we can combine your personal information with information we collect about you online. For more information about how ANZ collects information online, see our Electronic Banking Conditions and our Website Security and Privacy Statement, available at [anz.co.nz](http://anz.co.nz) or from any branch.

If we've given information about you to someone else for any of the reasons above, including another member of the ANZ Group, we'll require them to keep the information confidential and secure. We'll tell them that they aren't allowed to sell the information, and must only use it for the purpose we've given it to them for.

From time to time, we collect information about you from public sources.

If you're an organisation, like a company, trust, or partnership, we may also need information about anyone who owns you or has control over your organisation. For example, your directors, trustees, partners, shareholders, people who established any trust, or the beneficiaries of any trust. We can ask those people to provide us with the information directly or ask you to provide that information for them, if you have their authority.

## How credit reporters and debt recovery agencies can use information about you

Credit reporters collect information about your credit history to help people and companies make a decision whether to provide you goods or services. Debt recovery agencies help people and companies recover money other people owe them when they've failed to pay.

We are required to provide credit reporters with good and bad information about your credit history. Credit reports are an important part of determining your suitability as a borrower. They help confirm your identity, verify your current credit obligations and are used to calculate the likelihood of you meeting your credit repayments.

You agree credit reporters and debt recovery agencies can keep any information we give them about you, and can give it to people who pay for and use their services. You can ask credit reporters and debt recovery agencies to correct your information if it needs to be updated.

## We may need to give information about you to others to comply with laws in New Zealand or overseas

We must comply with laws in New Zealand and overseas. You agree we can give information about you to the ANZ Group, Police, other financial institutions or government agencies in New Zealand or overseas:

- We can give information about you to help us comply with laws in New Zealand or overseas.
- We can give information about you if we believe giving the information will help prevent fraud, money laundering, or other crimes.
- We can give information about you to help us decide what we need to do to comply with the law in New Zealand or overseas.

We may not be allowed to tell you if we do give out information about you. We're not responsible to you or anyone else if we give information about you for the purposes above.

You agree to give us any information we ask you for if we believe we need it to comply with any laws in New Zealand or overseas.

## You can access or correct your personal information

You can access or correct your personal information by calling 0800 269 296 or asking at any branch. We may charge you a fee to access the information we have about you.

## We can give you information electronically

If any laws require us to give you any information in writing, you agree we can send you this information electronically.

We'll either use an email address or mobile number you've given us for this purpose or we'll include the information on a website you can access.

# ANZ Privacy Statement

## How we can contact you

We may need to give you information about our products and services. You agree we can choose how we give you that information including by:

- Giving you a letter or notice.
- Writing to you, calling you, or sending you an email or text message, using the contact details you've given us.
- Including the information online, such as a website you can access like Internet Banking.
- Publishing a public notice or displaying the information in ANZ branches or on our website if we need to give a number of customers the same information.

## We can record your calls with us

We can monitor or record your phone calls with ANZ. We do this mainly to try and improve our service. But we can also:

- Use information we collect during those calls – see 'What we can use information about you for'.
- Give that information to other people or organisations – see 'Who we collect information about you from, and who we can give it to' and 'We may need to give information about you to others to comply with laws in New Zealand and overseas.'

## Changes to ANZ Privacy Statement

ANZ may at any time change the ANZ Privacy Statement. At least 14 days before we make any change we'll let you know what will change and the date it will take effect in one of the following ways:

- We can choose to write to you, send you an email or a fax, or call you by phone to explain any changes.
- We can choose to put up information about any changes in branches or on our website.
- We can choose to advertise any changes, for example in newspapers, or on radio or television.