



Version 1.0 - Updated 06 March 2021

## Your Privacy

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We adhere to the Privacy Act 2020 and its privacy principles around how we collect, handle and use personal information. We collect your personal information for its lawful purpose in order to provide you with the financial advice and/or referrals that you requested in our agreed Scope of Service.

## Types of Personal Information we Collect

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- Name & contact details
- Personal information (mainly medical and financial)
- Communication with us (e.g. phone calls, emails, texts and letters).
- Billing or payment information
- Publicly available information (e.g. companies office)

## Use of your Personal Information

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- Better understand your financial needs and position
- Comply with any legal, government or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution
- Check instructions you have provided to us or to resolve a dispute
- Provide customer support, to improve the quality our service and to train our staff;
- Keep you informed (by email, or text) of products and services we consider may be of interest to you

## Sharing of your Personal Information

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To provide the advice and/or referrals you request we may need to share your information with:

- Product providers (e.g. KiwiSaver or Insurance companies)
- Other professionals (e.g. Lawyers or Accountants).

To operate a compliant Financial Adviser business, we may need to share your information with:

- Compliance supervisors (e.g. Compliance Consultant or Financial Markets Authority).

## How we Manage Personal Information

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- We keep your information safe by storing it in secure digital systems that we have selected to support our business (*including Microsoft Outlook/ OneDrive, HubSpot CRM, and DocuSign*).



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# Privacy Statement

- Only select members of the Nautilus Team have direct access your information to complete work duties, and to provide the information we hold to you upon request.
- We have secure mechanisms in place to ensure your data is protected against loss and inappropriate access (including secure backups).

## Provision and Disposal of Information

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Providing some information is optional. If you choose not to provide certain information that we request then we may not be able to provide specific services to you.

We are legally required to keep your information for seven years, at which point we can securely destroy it upon request if you are no longer a client, by erasing all data.

## Access to your Personal Information

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You have the right to ask for a copy of any personal information we hold about you, and to ask for it be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at:

info@nautilus.net.nz  
09 394 2011,  
PO Box 65381, Mairangi Bay, Auckland

(09) 394 2011

[info@nautilus.net.nz](mailto:info@nautilus.net.nz)