

Privacy

Wealthpoint Nelson may collect personal information about you which maybe held by us to assist in providing services and products to you. Wealthpoint Nelson may access this information to assist to provide financial services to you, to administer and service any products you have, to identify other services or products available that may be suitable to your needs, to provide quality control services and to manage complaints, and to meet legal and regulatory obligations.

Wealthpoint Nelson and relevant product providers may collect personal information about you directly from you and indirectly from other people or organisations, including relevant product providers, lenders, insurers, credit reporting agencies, identity verification and compliance service providers, publicly available registers, and any other person authorised by you or permitted or required by law.

Wealthpoint Nelson may disclose your personal information to relevant product providers to enable them to assist in providing financial services to you. Personal information may also be collected or used for identity verification, fraud prevention, anti-money laundering and countering financing of terrorism compliance, product underwriting, administration, audit, and complaint management purposes.

You have the right to ask to see and request correction of any personal information Wealthpoint, our member businesses, or product provider holds about you. Wealthpoint and our member businesses hold information about you securely. If you transfer to another adviser business or Wealthpoint Nelson sells a client register, the information held will be transferred to the new adviser business. Your personal information may be disclosed to auditors. Your personal information may be disclosed to regulators when required under law.

Website Information

We gather various information about customers and users of our website. This information includes:

- personal information that you may have provided in order to request information (such as requesting policy information or requesting that an adviser contact you);
- personal information that you may have provided in order for us to take action on your behalf (such as requesting a change of address);
- information collected by us through click-tracking in relation to your use of the website, including the content you upload and the content you access; and
- aggregated data, which tracks traffic to the website; and cookies, which are pieces of information transferred to your computer hard drive for record keeping (such as your preferences on our website).

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Disclosing personal information

We will not sell or rent your personal information to any third party. We do however share your contact information with trusted third parties that work on our behalf to distribute our email or print communications.

These companies will only use your personal information in accordance with the Privacy Act and will never share or on-sell any information that they hold on behalf of Wealthpoint.

Other information we collect

We collect and use additional information to carry out internal research on our users' demographics, interests, and behaviour to better understand and serve you and our community. This information may include the URL that you just came from (whether this URL is on our site or not), which URL you next go to (whether this URL is on our site or not), what browser you are using, and your IP address.

If you post on our site, on Twitter or Facebook or other social media site about us or your experience with us, we may collect that information for the purposes of improving our service and the end-user experience.

Sometimes, we might want to use the messages you post about Wealthpoint in our articles or marketing material. If so, we will get your permission before copying or quoting your message or comment.

Links to other websites

Our website may contain links to enable you to easily visit other websites of interest.

However, once you have used these links to leave our site, you should note that we do not have any control over that other website. We do not endorse any third-party websites or their content, and we have no control over the conduct of the companies or organisations operating those sites.

Before you disclose any personal information to another site, we advise you to check its terms and conditions, including its privacy and security policies.

Updates to our information practices

By continuing to use the website, you agree to be bound by our privacy terms as amended from time to time.

Complaints

Wealthpoint Nelson is committed to dealing quickly and appropriately with any complaint you make about your privacy – or any other relevant matter that you are concerned about.

If you are concerned that your privacy has been compromised, please email us immediately via info@wealthpointnelson.co.nz or in writing to:

Privacy Administrator
Wealthpoint Nelson
PO Box 432
Nelson 7040