

# Privacy Policy

## Purpose and Scope

We understand that how we handle your personal information is crucial to you, and we are committed to maintaining your trust. Protecting your information and being transparent about its use is fundamental to our relationship with you. This Privacy Policy outlines how MGM Care Limited adheres to the New Zealand Privacy Act 2020 (“the Privacy Act”) in managing personal information.

## Agreement to Privacy Policy

By contacting us through our website, applications, social media platforms, and other channels, you consent to this Privacy Policy. If you do not agree, please refrain from using our digital platforms and contact us via phone at 0800 646 227.

## Collection of Personal Information

### Definition of Personal Information

Personal Information, as defined by the Privacy Act, refers to information about an identifiable individual (a natural person).

### Types of Information Collected

We collect various types of personal information depending on your interactions with us. This includes:

- Name
- Date of birth
- Contact details (email address, postal address, phone number)
- Information regarding your use of our products and services
- Details of your inquiries
- Preferences you share with us

We gather this information directly from you through:

- Telephone or video calls (e.g., Microsoft Teams, Zoom, Skype)
- Digital platforms like our website and social media pages
- Email or written correspondence

- Participation in marketing campaigns, competitions, or promotions

We may also collect information from publicly available sources and professional advisers, with your consent.

## **Information Collected Online**

### **Device Information and Cookies**

When you visit our website and social media pages, we collect information through cookies, including:

- Date and time of visits
- Pages viewed
- Navigation and interaction on the site
- Location data
- Device information
- IP addresses and browser types

Cookies enhance your experience by remembering your preferences for future visits. They do not read your hard drive or execute commands on your device.

## **Purpose and Use of Collected Information**

Your personal information is used for:

- Determining eligibility for our products and services
- Facilitating and providing our services
- Responding to your requests
- Providing information about other products and services
- Legal and regulatory obligations

## **Storage and Protection of Personal Information**

### **Security Measures**

We take reasonable steps to secure your personal information from unauthorized access, disclosure, and other risks. Our measures include:

- Identity and access management
- Secure buildings and facilities
- Employee training on information security and privacy
- Regular compliance monitoring

### **Cloud-Based Storage**

Most information is stored electronically on cloud servers. We ensure appropriate security and confidentiality arrangements with our service providers.

### **Retention and Destruction**

Personal information is retained only as long as necessary for legal, regulatory, or business purposes. Afterward, it is securely destroyed or de-identified according to our records management policy.

## **Handling Privacy Breaches**

### **Response to Breaches**

In case of a privacy breach, we will:

- Identify and secure the breach
- Assess the severity and type of information involved
- Notify affected individuals and the Privacy Commissioner
- Take necessary actions to mitigate the breach

## **Disclosure of Personal Information**

### **Sharing Information**

We may disclose your information to:

- any business that supports provision of our services (including related companies, information technology service providers, lawyers, accountants);
- financial product providers in connection with assisting clients to apply for financial products and services, administer financial products and services, make claims under financial products, renew, vary, replace or exit/end financial products or services;
- third parties noted above in order to obtain relevant required information;
- regulatory bodies including the Financial Markets Authority (whether or not required by law);

- lawyers and other professionals, and our insurers (and their advisers), in connection with defending, protecting and/or enforcing our legal rights & interests;
- debt collection agencies;
- any other person authorised by the Act or another law.

A business that supports provision of our services may be located outside New Zealand. This may mean that personal information is held and processed outside New Zealand.

## **External Websites**

### **Third-Party Links**

Our website may link to third-party websites, which are not governed by this Privacy Policy. We recommend reviewing their privacy policies.

## **Access, Correction, and Deletion of Information**

### **Rights and Requests**

You have the right to access, correct, or delete your personal information. We are obligated to provide that information to them. When a request is received, we will notify the director(s) of the business.

We will provide the information to them within 20 working days, we will also notify the client if we do not have any related information for the client.

The information could be held in:

- physical files;
- digital or electronic files;
- file notes;
- applications;
- data held on the client CRM; or
- communication records.

## **Non-Disclosure Consequences**

Failure to provide requested information may affect your ability to use our services. Contact us for details on the importance of specific information.

## **Policy Updates**

### **Review and Changes**

We periodically review this Privacy Policy and make updates available on our website. Significant changes may be communicated directly to you. For the latest version, call us at 0800 646 227.

## **Privacy Concerns and Complaints**

### **Contact Information**

For concerns about how your personal information is handled, contact us at:

Parkview Tower Ground Floor  
21 Putney Way, Manukau City Centre,  
Auckland 2104  
Email: [admin@mgmcare.co.nz](mailto:admin@mgmcare.co.nz)  
Phone: 0800 464 227

We acknowledge complaints within three working days and aim to resolve them promptly.