

## **IFSO Scheme Privacy Policy**

The IFSO Scheme has adopted this Privacy Policy to ensure all personal information is managed in accordance with the Privacy Act 1993.

### ***Collecting Personal Information***

The IFSO Scheme collects information for a lawful purpose connected with its function (the investigation of complaints) and the collection of this information is necessary for this function.

If you refer a complaint to the IFSO Scheme, we will collect personal information on you in a variety of ways, such as:

- from our pre-complaint forms;
- from your financial service provider;
- by telephone, e-mail or letter; and
- from third parties.

Where we can, we collect personal information directly from you. When you make a complaint to the IFSO Scheme, you authorise it to make enquiries relevant to your complaint. In doing so, we may collect personal information from your insurer or, financial services provider or other third parties.

We collect personal information so we can fully and fairly investigate your complaint and, at the conclusion of our investigation, for reference and research purposes within the IFSO Scheme.

The IFSO Scheme also collects information about you every time you visit any part of this site. We collect the time, date, duration and your use of this site. We use statistics about the use of our site, without identifying the individuals concerned, to continually improve it.

### ***Storage and Security***

The IFSO Scheme is committed to keeping personal information secure. This includes physical security; computer security; and personnel security.

We take reasonable steps to ensure all personal information we collect is protected from loss; access; misuse; modification; and disclosure.

### ***Access to, and Correction of, Personal Information***

If you wish to access, or make a correction to, any personal information we hold about you, please put your request in writing to the IFSO Scheme Privacy Officer. We will respond to your request within 5 working days.

### ***Disclosure and use of Personal Information***

When you make a complaint to the IFSO Scheme, you authorise it to disclose information about you in order to properly investigate your complaint. We may also disclose personal information about you if we are legally required to do so.

The IFSO Scheme uses your personal information for the purposes of investigating and attempting to resolve your complaint.

At the conclusion of our investigations, we use personal information for reference and research purposes within the IFSO Scheme. We publish case notes on our website of all complaints considered on an annual basis; however, all identifying details are omitted so individuals can not be identified.

### ***Unique Identifiers***

The IFSO Scheme assigns a complaint number, unique to the IFSO Scheme, to all Complainants and most people who make a complaint enquiry to the IFSO Scheme. This is to assist us to carry out our investigations more efficiently.

### ***Links to Other Sites***

Our site contains links to other sites. However, we are not responsible for these sites' (or their operators') privacy practices.

This Privacy Policy relates only to the IFSO Scheme and our site.

### ***Changes to the Privacy Policy***

The IFSO Scheme may, periodically, update this Privacy Policy. We recommend that you routinely review our Privacy Policy to understand how we manage personal information.

### ***Contact Details***

If you have any questions about our Privacy Policy, please write to the IFSO Scheme Privacy Officer, IFSO Scheme, PO Box 10-845, Wellington 6143.