

Redemption Life – Privacy Policy

At Redemption Life, we are committed to safeguarding your personal information in compliance with the Privacy Act 2020 and its principles. This statement explains how we collect, manage, and use your personal information.

Information We Collect

We may collect personal information from you, including:

- Your name and contact details
- Personal information such as medical and financial details
- Location information
- Records of interactions with us (e.g., telephone calls, emails, texts, letters)

In certain situations, we may collect information from other sources, including:

- When you provide explicit consent for us to do so
- Publicly available sources (e.g., the Companies Office)
- Situations where collecting information from you directly may prejudice your interests or undermine the purpose of collection

Purpose of Collecting Information

We collect personal information for the following lawful purposes:

- To better understand your financial and medical circumstances, allowing us to develop a financial plan tailored to your needs
- To comply with legal, governmental, or regulatory obligations, including fraud prevention and legal proceedings
- To verify your instructions or resolve disputes
- To provide customer support, improve service quality, and train staff
- To keep you informed (via email, phone, text, or letter) about products and services that may interest you

Our collection methods are always lawful, fair, and not unreasonably intrusive.

Sharing Your Information

We only share your personal information when necessary and for the following purposes:

- With product or service providers when implementing our recommendations

- With third-party systems (e.g., our CRM) to securely store and manage your information
- With compliance advisers, auditors, or claims assessors (e.g., Strictly Business Limited, Financial Dispute Resolution Scheme, Financial Markets Authority)
- With other professionals, such as solicitors, accountants, or finance brokers, when their services complement the advice provided to you

Managing and Protecting Your Information

Your information is stored securely, both physically and electronically, with access restricted to authorized staff. Our CRM system is protected with secure mechanisms, regularly backed up, and monitored to prevent unauthorized access.

Selected members of our team have access to your information to assist with your requests, such as policy details or contact updates. If you need to update your information (e.g., change of address), please contact us, and we will update your records promptly.

Your Rights

You have the right to request a copy of the personal information we hold about you and to ask for corrections if you believe it is inaccurate.

If you would like to request access to your information or make corrections, please contact us at:

Email: **jack@redemptionlife.co.nz**

Phone: **020 4197 1212**

Providing some personal information is optional. However, if you choose not to provide certain details, we may be unable to deliver specific services.

Your privacy is important to us, and we are here to assist with any concerns or questions you may have.