

## Lowthers Auckland – Privacy Policy

- We only collect personal information where this is necessary to carry out our functions
- We may collect personal information about you either directly from you or from other people or agencies, and we may generate personal information about you when we carry out our functions
- We store all our data (including your personal information) on a computer system. We protect our data with all reasonable technical and process controls
- You can ask us for a copy of your personal information at any time. We will be as open as we can with you but must also ensure we meet our secrecy obligations
- We will only use and share personal information where necessary to carry out the functions for which we collected it, or if required by law
- If you have any queries or complaints about our collection, use or storage of your personal information (including a complaint relating to any failure by us to comply with our obligations under the credit reporting provisions of the Privacy Act 1988 (Cth) or under the Credit Reporting Privacy Code), or if you wish to exercise any of your rights in relation to your personal information, please contact [martin.buchanan@lowthers.co.nz](mailto:martin.buchanan@lowthers.co.nz) and address your email to The Privacy Officer.
- We will investigate and attempt to resolve any such complaint or dispute regarding the use or disclosure of your personal information.
- If you are dissatisfied with the handling of your complaint and you reside in Australia you may contact the Office of the Australian Information Commissioner or Australian Financial Complaints Authority (AFCA):  
Office of the Australian Information Commissioner  
GPO Box 5218, Sydney NSW 2001  
Telephone: 1300 363 992  
Mail: GPO Box 5218 Sydney NSW 2001  
Fax: +61 2 9284 9666  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)