



Industrial and Commercial Bank of China (New Zealand) Limited

Privacy Policy

This is the Privacy Policy of Industrial and Commercial Bank of China (New Zealand) Limited (**ICBCNZ, we, our or us**). Industrial and Commercial Bank of China Limited (**ICBC**) is the parent of ICBCNZ. Together, ICBC and its subsidiaries, including ICBCNZ are the **Group**.

1. This Privacy Policy

This Privacy Policy describes the type of information that we will collect about you, how we will handle, store and protect your information, who we can share your information with and your rights to the personal information we hold.

Personal information is any information that could identify you, such as your name and contact information (**Personal Information**). It also includes any information that has a bearing on credit that you apply for or that is being provided to you.

We take privacy seriously. We know how important it is to keep your information safe and secure. We will comply with all privacy laws and rules of banker's confidentiality that apply to us.

By contacting us (by phone, email or in person), accessing our website, using other electronic services we provide, or requesting and/or using our products and services, you consent to the collection, use, disclosure, storage and processing of your Personal Information and data in accordance with this Privacy Policy.

This Privacy Policy applies to all products and services made available in New Zealand by the Group.

2. Personal Information under this Policy

You agree that we may collect, retain, use, store and disclose the following types of information in accordance with this Privacy Policy:

- your name, address, date of birth, other contact information and other Personal Information about you including information which you have shared publicly on any social media platforms;
- information about your account and account activity and all interactions and correspondence with us including through any electronic service;
- information about your property or goods;
- information about your credit history, personal finances and credit requirements;
- a copy of any document you provide to any member of the Group, including electronically (for example, your driver licence or passport) and any Personal Information contained in those documents;
- details of your computer, network or mobile device including your activity within or connection to any electronic service used or provided by any member of the Group, including e-mail, social media, electronic document collection and any mobile or other electronic application (including, for example, your IP address and security information).

We will collect your Personal Information directly from you, where possible, but we may also collect your Personal Information from common internet technologies (like cookies) and any of the sources under the heading "Who can we share your Personal Information with?"

3. Using your Personal Information

You authorise us to collect, retain, use, store and disclose your Personal Information in order to:

- assess/process any application or quotation enquiry you submit to a member of the Group including assessing your current and on-going credit worthiness;
- open and manage/administer your account, issue any product to you following a successful application or provide any other service to you;
- maintain the integrity and effectiveness of the Group's credit records and those of credit reporting agencies, including information about your credit history;
- enforce any defaults under your account(s);
- monitor your account(s) to prevent and detect fraud;
- verify your identity and address as required, including electronically;
- communicate with you about your application, account or any lending or product which is issued by a member of the Group, including any promotion, products or services being offered by a member of the Group;
- conduct market research and statistical analysis; and
- ensure we can comply with our legal obligations including under New Zealand credit and privacy legislation and regulation, under industry codes of conduct and under our contracts.

4. Sharing your Personal Information

You agree that ICBCNZ may share your Personal Information (for the above purposes) with and may also request and obtain Personal Information about you from:

- other members of the Group and any broker relevant to your application, account or product;
- credit reporting agencies, past and current credit providers, government agencies (such as regulators, the New Zealand Government, the New Zealand Transport Agency, the New Zealand Department of Internal Affairs and Inland Revenue), employers, banks or law enforcement agencies;
- third parties for marketing, data processing (including third party service providers which assist any member of the Group to operate any electronic service) and statistical analysis;
- any agents of third parties who provide services to any member of the Group;
- debt collection agencies and other providers of relevant professional services (like law firms or dispute resolution schemes);
- any joint account holder;
- guarantors of, or anyone who has provided security to us in relation to, your obligations to us;
- insurers in relation to any money you owe us or any property that you have given us security over;
- anyone that we need to contact in order to carry out your instructions to us (including the recipient of an automatic payment, bill payment or direct debit); and

- any assignee (or potential assignee) of the rights of any member of the Group in relation to your account or product.

Some of the organisations we share information with may be overseas. These organisations may have to comply with laws that require them to disclose your Personal Information.

We also have to comply with several New Zealand laws and some overseas laws, and as a result we may have to use your Personal Information to comply with our obligations:

- to agencies that prevent or investigate unlawful activities like fraud, money laundering or other illegal activities;
- to regulatory or government bodies like Inland Revenue and the police; and
- under the Anti-Money Laundering and Counter Financing of Terrorism Act 2009.

You agree that ICBCNZ is authorised to request and obtain your Personal Information from all of the above sources and that the above sources may provide that information to ICBCNZ and may use your Personal Information for the purposes outlined above.

5. Cookies

A "cookie" is a text file or small piece of data that is placed on your device by a website to capture information about your visit. We use cookies (including cookies developed by our third-party service providers) for a number of purposes, including improving our services and enhancing your online experience with us, and maintaining the secure connection between your browser and our servers while you are using our websites.

If you access our website, and your cookies are enabled on your device, we will be able to collect your Personal Information. The information will be used to:

- identify you and your browser, and determine if your device has previously visited our website;
- improve our advertising and deliver you content or offers we think are more relevant and personal to you both on and outside our website; or
- detect malicious activity from your device that may place your financial security at risk.

While we recommend users enable cookies on their browsers in order to enjoy all the features of our website, this is your decision. Most browsers allow you to control management of cookies. However, be aware that you won't be able to use our secure online banking services if you block some or all cookies. In addition, other websites and applications may not function properly.

Sometimes our apps and websites have links to third-party apps and websites. We take care when we choose websites we link to, but please note we are not responsible for their content, accuracy, or privacy practices.

6. Storage and protection of private information

Your Personal Information will be stored either in paper files or electronically in secure data centres located in New Zealand or overseas that are owned either by the Group or its external service providers.

We won't store information in countries that are subject to United Nations sanctions, or share information with companies or organisations in those countries.

We take active steps to protect your Personal Information from loss and unauthorised use, access, modification or disclosure. For example:

- we have a cybersecurity team that looks after and protects your information;

- all employees are required to complete training about information security; and
- we have controls in place to ensure compliance with the regulatory requirements and industry best practice.

When we transfer your information outside ICBCNZ, it may be to an entity in New Zealand or overseas (such as China). Our contract with the company will require the company to protect your Personal Information. We'll use reasonable security safeguards, like file encryption, to protect your Personal Information.

We're required to hold Personal Information by the Companies Act 1993, the Anti-Money Laundering and Counter Financing of Terrorism Act 2009, the Financial Transactions Reporting Act 1996, and other New Zealand and international laws. We usually have to hold Personal Information for at least 7 years. However we may have to keep certain types of information for longer, even if you're no longer a customer.

7. Your rights

It is your decision whether you wish to provide your Personal Information to ICBCNZ. If you do not consent to us collecting and disclosing your Personal Information in the ways described above, we may not be able to process your application, or offer all of our products or services to you.

You can unsubscribe from any marketing communications from us by following the instructions on any communications we send to you.

You are entitled (on request) to receive confirmation of whether the Group is holding any of your Personal Information. Where any of your Personal Information can be readily retrieved, you may request access to it, and you have the right to request correction and the right to be notified of action taken in response to any such request, subject to payment of any reasonable charges. If you wish to access your Personal Information or if any of the Personal Information we have is incorrect, or you think we have breached our obligations under the Privacy Act, please call our Contact Centre on 0800 99 55 88 during business hours, or contact us by post:

ICBC Privacy Officer

PO Box 106656

Auckland 1143

If you are unhappy with our response to any privacy concern or complaint raised, you may wish to contact either the Privacy Commissioner at privacy.org.nz or the Banking Ombudsman Scheme at bankomb.org.nz.

8. Changes to this Privacy Policy

We may vary this Privacy Policy from time to time. You will be given at least 14 days' notice of any variation either by post to your last known address (physical or electronic), notice in branch or notice on our website.

We are not obliged to give you advance notice if an immediate change to this Privacy Policy is deemed necessary for security purposes.

You agree to be bound by the Privacy Policy that is in effect at the time you contact us or use our products or services.