

Privacy Policy



This Policy is the Privacy Policy of Elantis Premium Funding Limited trading as Elantis Premium Funding (we, us, our) and explains how we collect, store, use and disclose personal information and your rights to access and correct that information or make a complaint in relation to our handling of that information.

If you have any questions relating to this Policy, or you would like the current version (in the event that since the issue of this version, the Policy has been changed), please visit the Elantis Premium Funding website at www.elantis.co.nz or contact Elantis' Privacy Officer whose details are located on the last page of this document.

1.1 TYPES OF PERSONAL INFORMATION COLLECTED

We only collect personal information if it is necessary for one of our functions or activities. The types of personal information we collect and hold, and where it comes from, will depend on the type of product or service we provide to you and the reason why we have collected it. Information will generally be collected or provided to us in an application for a loan or any supporting documentation and may include:

- details of your identity (including name, gender, address (and previous addresses), birthdate, employment details and driver's license number);
- information about your application for consumer or commercial credit from us or information about finance we have provided to you;
- a credit report about you from a credit reporting body which contain information about you which assists us to assess your application, including information about your credit history with other credit providers, and evaluations of your creditworthiness; and
- Information specific to the loan such as your financial details together with transaction information relating to any product or service we provide to you, such as details of payments and your credit history. If necessary, we may collect information about your health and other sensitive information, but we will obtain your consent before doing so.

1.2 HOW WE COLLECT, HOLD AND STORE PERSONAL INFORMATION

Where it is reasonable and practicable to do so, we collect personal information (including credit -related information) about you from you, but sometimes we need to collect personal or credit-related information about you from third parties which include:

- credit reporting bodies;
- your past or present employer;
- financial institution or other credit provider;
- your accountant or solicitor;
- your landlord;
- your insurance broker or other insurance representatives;
- government department(s) and
- any other third party

Sometimes we will need to collect personal information about other people from you. When we do this we will require you to make such people aware of your disclosure of such information to us, and our collection of it, and will require you to provide them with the privacy collection statement we gave to you on our collection of your information as well as making them aware of this Policy.

We will take all reasonable steps to ensure that the personal information and credit information that we hold is protected from misuse, loss, unauthorised access, modification or disclosure. We have in place security measures to reasonably protect against the loss, misuse and alteration of personal information under our control.

Some personal information and credit related information is kept by Elantis Premium Funding for a number of years to comply with legal requirements. Any personal information that is no longer needed is disposed of in a secure manner or is de-identified.

1.3 WHY WE COLLECT, HOLD AND USE PERSONAL INFORMATION

Elantis Premium Funding collects your personal information for a number of purposes. These include:

- to process, assess and verify your application for finance (including to form decisions as to whether to provide you, or an entity associate with you, with credit or accept you as a guarantor);
- to evaluate and monitor credit worthiness.
- to comply with our obligations under law, including under including the *Anti-Money Laundering and Counter- Financing of Terrorism Act 2009*, the *Privacy Act 2020*, the *Income Tax Act 2007* and the *Credit Reporting Privacy Code 2020* (“CR Code”).
- to provide, administer and manage the products or services we provide including undertaking debt recovery and enforcement activities
- to provide you with information about other products or services and relevant marketing offers that may be of benefit to you including through direct marketing, market research, and the processing or creation of other marketing information;
- to facilitate our internal business operations, including updating internal databases, conducting consumer satisfaction surveys, fulfilling regulatory and legal requirements and system testing; and
- using an automated tool to facilitate loan processing. This tool is used to identify loans for auto-renewal, address data quality issues, and may also be used to assist in the approval of new loan applications. Your personal information, including your name and other details provided to us in relation to your loan, may be used in conjunction with this tool.

You can elect not to provide us with your personal information however it will affect our ability to provide you with, and administer, our products and services.

1.4 WHY WE DISCLOSE PERSONAL INFORMATION

In accordance with the Privacy Act 2020 we may use or disclose personal information held about an individual for the primary purpose for which it is collected (as set out in section 1.3 of this Policy). We may disclose your information to:

- our agents, consultants, auditors, contractors, underwriters, contracted staff or service providers that provide financial, legal, administrative or other services in connection with the operation of our business;
- mailing houses, document and archiving service providers, financial institutions and lawyers;
- finance or banking industry reference bodies;
- our local and overseas related entities who share access to our databases;
- government agencies including Inland Revenue, as part of our regulatory or statutory obligations;
- law enforcement agencies, where the law requires or permits us to do so or where we suspect unlawful activity;
- credit reporting bodies and debt collection agencies;
- another person or entity, where we have collected your information from that person or entity; and
- your agent(s), or otherwise with your consent.

We may disclose your personal information or credit information, to organisations located overseas but only

if such transfer is permitted by law. If we disclose this information outside of New Zealand, we will do so in accordance with the Privacy Act 2020.

1.5 CREDIT REPORTING AND CREDIT INFORMATION PRIVACY

The way in which Elantis Premium Funding collects, holds, stores, uses and discloses credit-related information about you is similar to the ways in which we collect, hold, store, use and disclose other personal information. The types of credit-related information that Elantis Premium Funding collects about you is detailed in the introduction to this Policy and section 1.1 of this Policy. In addition, we will:

- either collect that information from you directly, or we will obtain it through third parties or the credit reporting system as set out in section 1.2 of this Policy, when we have obtained your consent to do so;
- use that information for several purposes, as detailed in Section 1.3 of this Policy; and
- disclose that information for several purpose and to several people as detailed in Section 1.4 of this Policy and below.

If you apply for credit with us, we may request a credit report about you from a credit reporting body. Credit reports contain information about your credit history and are used by credit providers to assess your ability to repay credit, including when considering a credit application or assisting an individual to avoid default.

To request a credit report, we will provide information to the credit reporting body that identifies you, as well as information about your application – including the type and amount of credit you are applying for. We will often combine the information obtained from a credit reporting body with information that we already hold about you (for example, the information provided in your application) to assess your application and determine your eligibility for credit, including by calculating a credit score.

We may also exchange your personal and credit-related information with credit reporting bodies to verify your identity and provide/administer and manage your loan. If you fail to meet your payment obligations in relation to consumer credit or you commit a serious credit infringement, we may disclose this to a credit reporting body.

The credit reporting bodies that we typically use are Experian – formerly Illion (contact details and privacy policy available at <https://www.experian.co.nz/privacy-policy> and Equifax (contact details and privacy policy available at <https://www.equifax.co.nz/privacy>).

Credit reporting bodies must comply with the Credit Reporting Privacy Code 2020 – further information on the Code, and your rights with respect to the credit reporting system can be found at www.privacy.org.nz.

1.6 ACCESSING AND CORRECTING YOUR INFORMATION; COMPLAINTS HANDLING AND FURTHER INFORMATION

You can request access to your personal information, or request that your personal information be corrected, by contacting us at the address below. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you. A fee will not be charged for an access request, but you may be charged the reasonable expenses we incur (such as search and photocopying costs). We will provide our reasons if we refuse you access to your personal information. We will correct personal details held if we discover, or you are able to show us, that it is incorrect. If you ask us to correct your personal information and we do not agree that it is wrong, we may refuse to change it in accordance with the Privacy Act 2020 and we will explain our reasons.

If you have a question about this Policy or wish to make a complaint about the way we have collected, used, held or disclosed your personal information, please contact us at the address below. We may need to contact you for further details. If we refuse to provide you with access or correct the personal information held about you by us (in accordance with the Privacy Act 2020), then we will provide reasons for such refusal.

Privacy Officer

Elantis Premium Funding

87 Albert Street Auckland, NZ 1010

Telephone: 0800 438 634

Email: admin@elantis.co.nz

Website: www.elantis.co.nz

If you have a formal complaint, please make your complaint in writing to our Privacy Officer and a person with appropriate authority will deal with it. For details of the way in which we handle complaints please refer to the *Elantis Complaints Policy*.