



PRIVACY POLICY- Aim Associates Limited

In this Privacy Policy, 'we', 'us' and 'our' means Aim Associates Limited. We respect the privacy of your personal information. This Privacy Policy sets out how we collect, store, use and disclose your personal information, which we do in accordance with the Privacy Act 2020.

We collect certain types of personal information about you, including information in relation to the application for, provision and administration of insurance, such as your personal details, previous insurances claims and criminal records; financial, billing and invoicing information; if you visit our website, we will collect personal information that you submit, such as via online forms; and any other personal information you otherwise provide to us.

How we collect your personal information

We may collect personal information in several ways, including directly from you via our website, telephone, in writing or email; and/or indirectly from third parties, if necessary. For example, your employer, referees, insurers, premium funders, and other third-party service providers or publicly from available sources.

You authorise us to contact such third parties for the purposes of providing you with the information or services that you have requested.

Our purposes for using and disclosing your personal information.

We use and disclose your personal information for the purposes of providing, monitoring, and marketing our existing and future products and services to you;

Disclosure of your personal information

We will disclose your personal information to: insurers, reinsurers, other insurance intermediaries, insurance reference bureaus and industry bodies; assessors appointed by insurers to assess or investigate your claims; others named on your policy as co-insureds; service providers engaged to provide services to you in relation to your insurance (such as providing repairs); third parties who help manage our business and provide our services, including our third party service providers, such as payment system operators, IT suppliers, lawyers, accountants, other advisers and financial institutions; any other entities notified to you at the time of collection; and courts, law enforcement, regulators and other government agencies to comply with all applicable laws, regulations and rules.

Other than when required or permitted by law, as specified in this Privacy Policy or where you have provided your consent, we will not disclose your personal information. Nothing in this Privacy Policy prevents us from using and disclosing to others de-personalised aggregated data.

Transfer of personal information overseas

We may disclose your personal information to third party service providers and/or insurers who may process your personal information either on our behalf or otherwise for one or more of the above-stated purposes.

Some of the third-party service providers to whom we disclose personal information are located in countries outside New Zealand, such as Australia or United Kingdom. In this regard, unless exempted by the Privacy Act 2020, we would have sought your express authorisation to do so prior to the transfer of your personal information



overseas. Overseas disclosure of your personal information will only be made for one or more of the purposes specified in this Privacy Policy.

We will take appropriate steps ensure that transfers of personal information are in accordance with applicable law and carefully managed to protect your privacy rights, such as by ensuring disclosures are limited to recipients who are subject to privacy laws which are recognised as providing a comparable level of legal protection as the Privacy Act 2020 or where we can be satisfied that alternative arrangement are in place to protect your privacy rights.

Your obligations when you provide personal information of others.

You must not provide us with personal information of any other individual unless you have the express authorisation of that individual to do so. If you do provide us with such information about another individual, before doing so you: must tell that individual that you will be providing their information to us and that we will handle their information in accordance with this Privacy Policy; must provide that individual with a copy of (or refer them to) this Privacy Policy; and warrant that you have that individual's consent to provide their information to us. If you have not done this, you must tell us before you provide any third party information.

Your obligations when we provide you with personal information.

If we give you, or provide you access to, the personal information of any other person, you must only use it: for the purposes we have agreed to; and in compliance with applicable privacy laws (including the Privacy Act 2020) and this Privacy Policy. You must also ensure that your agents, advisers, employees and contractors meet the above requirements.

Accuracy, access and correction of your personal information

We take reasonable steps to ensure that your personal information is accurate, complete, and up to date whenever we collect, use or disclose it. However, we also rely on you to advise us of any changes to your personal information.

Please contact us using our contact details below as soon as possible if there are any changes to your personal information or if you believe the personal information, we hold about you is not accurate, complete or up to date.

Security of your personal information

We take reasonable steps to protect any personal information that we hold from misuse, interference and loss, and from unauthorised access, alteration and disclosure. However, data protection measures are never completely secure and, despite the measures we have put in place, we cannot guarantee the security of your personal information. You must take care to ensure you protect your personal information. You should notify us as soon as possible if you become aware of any security breaches. Where required by law, we will notify you of any notifiable privacy breach concerning your personal information. We reserve the right to amend our Privacy Policy from time to time to ensure we properly manage and process your personal data.

How to make a complaint

If you wish to make a complaint about a breach of this Privacy Policy or any breach of applicable privacy laws, you can contact us at info@aimassociates.co.nz. You will need to provide us with sufficient details regarding your complaint together with any supporting evidence and information. You can also complain to the Privacy Commissioner. (see www.privacy.org.nz).