

Privacy Policy

1. We may collect personal information from you, including your:
 - Personal details, including name and date of birth;
 - Contact information;
 - Government identifiers, such as driver's licence or passport number;
 - Financial information, such as bank account details;
 - Source of funds used in transactions we assist you with; and
 - Records of interactions with us.
2. We collect this personal information to:
 - Verify your identity, perform customer due diligence as required under the Anti-money Laundering and Countering of Financing of Terrorism Act 2009, and for other administrative purposes;
 - Reply to your queries;
 - Carry out your instructions and otherwise fulfil our professional duties;
 - Enforce our agreements with you;
 - Protect our rights, property or safety or those of third parties;
 - Satisfy any specific purpose which we notify you of at the time personal information is collected; and
 - Comply with any legal requirement, including any applicable law, court order, other judicial process, or the requirements of a regulator, and as otherwise required or permitted by law.
3. Besides our staff, we share this information with:
 - Other parties involved in the matters for which you have instructed us;
 - Courts, tribunals and other judicial bodies to advance any legal proceeding for which you have instructed us, or to defend any claim against us;
 - Other parties, as authorised by you;
 - New Zealand government agencies, regulatory bodies or other authorised agencies; and
 - Other agencies, if required by law or by our legal professional obligations.
4. Providing some information is optional, however, if you choose not to provide all the information we request, we may be unable to act for you in some matters.
5. You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you would like to ask for a copy of your information, or to have it corrected, please contact us at law@crlaw.co.nz, or (06) 353 5210, or PO Box 1945, Palmerston North 4440.

6. 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 law@crlaw.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 reside in NZ and are dissatisfied with the handling of your complaint, you may contact the New Zealand Privacy Commissioner:

Office of the Privacy Commissioner

Mail: PO Box 10 094, Wellington 6143

Telephone: 0800 803 909

Make a complaint on the Privacy Commissioner website: <https://privacy.org.nz/your-rights/making-a-complaint/>

If you reside in AU and are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner or Australian Financial Complaints Authority (AFCA):

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Mail: GPO Box 5218 Sydney NSW 2001

Fax: +61 2 9284 9666

Email: enquiries@oaic.gov.au