

Privacy Policy

New Zealand Vault will always respect your privacy. Our Privacy Policy is explained below, and this relates to any detail we collect about you; whether it's online or over the phone, also how we use, store, or distribute that information.

Our Privacy Policy

The following Privacy Policy is to provide a clear and concise outline of how and when personal information is collected, used, stored, and distributed by New Zealand Vault. This policy applies to details collected via:

- www.nzvault.co.nz
- <https://nzvaultbullion.com>
- or any other form or related service.

New Zealand Vault is bound by the NZ Privacy Act 2020. For more information, visit www.privacy.org.nz.

Collection and use of personal information

New Zealand Vault collects limited personal information that personally identifies you ("Personal Information") such as: (i) name, mailing and email addresses; (ii) residential address, city, state, postcode, area code, gender, age, purchase history, date and place of purchase. If you communicate with us by e-mail, or complete online forms, surveys, or contest entries, any information provided in such communication may be collected as Personal Information. For example, we may request personal information from you when you:

- contact us for further information,
- participate in surveys and other types of research,
- enter a promotion,
- subscribe to our mailing list,
- register your details on our website,
- ask for a quote to be prepared,
- express interest in a particular product or service

Other information we may collect

For statistical purposes, we collect anonymous information about website activity (such as top pages viewed, the number of pages viewed, the number of sessions, and the most popular session times). We use this data to evaluate our website performance and to improve the content we display to you.

To evaluate the effectiveness of our online advertising (including click-throughs from email marketing), we may use third parties to collect statistical data. No personal information is collected on these occasions.

Use of cookies

New Zealand Vault may use tracking technologies such as cookies to recognise your browser each time it visits our site, and to track which pages you visit whilst on our site.

We may use this information to optimize our site and create a better online experience for you.

Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept tracking technologies such as cookies.

These tracking technologies do not themselves personally identify users, although they do identify a user's browser. However, if you do not wish to receive any cookies, you may set your browser to refuse them.

Third party vendors, including Google, show our ads on sites on the internet.

Third party vendors, including Google, use cookies to serve ads based on your prior visits to this website.

You have the option to opt out of Google's use of cookies by visiting the Google advertising opt-out page. http://www.google.com/privacy_ads.html

Alternatively you can opt out of cookies by visiting the Network Advertising Initiative opt out page. (http://www.networkadvertising.org/managing/opt_out.asp)

CCTV uses within our vaults

New Zealand Vault uses CCTV for security purposes. CCTV helps to protect our client's assets and our staff. Cameras are located around the outside perimeter of the vaults and inside the vaults. There are no cameras in viewing rooms.

Images are stored on a standalone hard drive and are retained for approximately 90 days. Access to footage is limited to authorised staff, our security provider and government agencies who have a valid court warrant.

How we use your information

New Zealand Vault uses your information to better understand your exact needs and provide you with better service. New Zealand Vault also uses your information to meet

compliance requirements under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009.

In doing so, New Zealand Vault may take and hold copies of photo ID, such as passports or driver's licenses. In addition, we will take copies of documents that provide proof of address. New Zealand Vault may share your Personal Information amongst related business units of New Zealand Vault.

New Zealand Vault may also use your Personal Information:

- to deal with your queries or customer service issues promptly, whether by email, telephone, or mail. We may also keep information on your communications with our customer service representatives.
- to keep you up to date with products, services, events or promotions we think would be of particular interest through a variety of channels. You will be able to "opt out" of this activity at any time.
- to enhance your customer experience and help us complete your transactions faster.
- for planning, product development, or research purposes.

We may also use your information to communicate with you via email, telephone, or SMS, including for security and authentication purposes (such as one-time passcodes), transactional updates, and promotional communications where you have provided your consent.

SMS and Electronic Communications

New Zealand Vault may use SMS (text messaging) to communicate with you for the following purposes:

- Security and authentication (e.g., one-time passcodes)
- Transactional updates (e.g., account or order notifications)
- Marketing and promotional communications (where you have opted in, if such services are enabled)

New Zealand Vault currently uses SMS only for security and transactional purposes. Marketing communications are sent via email.

By providing your mobile number, you consent to receive SMS messages from New Zealand Vault for these purposes.

Message frequency will vary depending on your activity and communication preferences.

You can opt out of receiving marketing SMS messages at any time by replying STOP to any marketing message. After doing so, you will receive a confirmation message, and no further SMS messages will be sent to your number unless you resubscribe.

Upon receiving an SMS opt-out, New Zealand Vault will respect this preference and will not attempt to send further SMS messages to that number. Where applicable, we may use alternative communication methods (such as email) where available to deliver important account-related or security notifications.

SMS messages sent for security or transactional purposes (such as one-time passcodes or important account notifications) are not marketing messages. However, if you have opted out of SMS communications, these messages may not be delivered. In such cases, you may need to use an alternative communication method (such as email) to access or manage your account, where available.

Please note that disabling SMS for security purposes may affect your ability to access or use certain features of your account unless an alternative method is configured.

Message and data rates may apply.

Disclosure of personal information

We will only send Personal Information to third-party organisations when:

- we have your consent to share the information,
- we need to share your information to provide the product or service you have requested,
- we need to send your information to companies that are contracted to New Zealand Vault, e.g., mailing houses, IT service providers, service providers (e.g., assemblers, repairers), web developers, marketing agencies, finance companies, or
- we are required or authorised by law to disclose the information.

Such information remains under New Zealand Vault custodianship at all times, and the agents involved are bound by specific confidentiality and non-disclosure agreements.

We do not share mobile numbers or SMS consent data with third parties for their own marketing or promotional purposes.

Access and correction

You can have access to the personal information we hold about you. Our goal is to ensure that your personal information is accurate, complete, and up to date. To assist us with this, please contact our Privacy Officer if any of the details you have provided change.

Further, if you believe that the information we have about you is not accurate, contact us and we will use all reasonable efforts to correct the information. A \$25 administration fee will be charged for the retrieval of personal information to cover our costs. No fee applies to the correction of personal information.

Third-party websites

Links to third party web sites on www.nzvault.co.nz are provided solely as a convenience to you. If you use these links, you will leave New Zealand Vault's site. New Zealand Vault is not responsible for any of these sites, their content, or their usage of your personal information.

Unsubscribe / Opt-Out

At New Zealand Vault, we only want to communicate with you if you want to hear from us.

You may opt out of receiving email marketing communications (such as newsletters or promotions) at any time by following the unsubscribe instructions included in those communications.

New Zealand Vault currently does not send marketing communications via SMS. If SMS marketing is introduced in the future, you will be able to opt out by replying STOP to any marketing message.

SMS messages that are sent for security or transactional purposes (such as authentication codes or important account notifications) are not marketing communications. If you wish to stop receiving these messages, you may update your account settings to use an alternative communication method (such as email), or contact us for assistance.

Please note that opting out of SMS for security purposes may impact your ability to receive important account-related communications.

Security

New Zealand Vault is committed to ensuring the security of your personal information, and we will take all reasonable precautions to protect this information from loss, misuse, or alteration.

Overseas Data Processing

Some of our service providers (including communication and technology providers) may store or process personal information outside New Zealand. We take reasonable steps to ensure your information is protected.

Contact Details

For any privacy-related enquiries, please contact:

- Email: support@nzvault.com
- Phone: (04) 499 9333
- Address: Basement Level 2, AON Centre, 1 Willis Street, Wellington, New Zealand

Changes to this statement

New Zealand Vault may make changes to this Privacy Policy from time to time for any reason. We will publish those changes on our website on this page.