

PRIVACY STATEMENT

MW Insurance is committed to protecting your privacy in accordance with the Privacy Act 2020. This statement sets out how we will collect, use, and disclose your personal information.

What information do we collect from you and why?

We collect your personal information in order to:

- Submit your claim details to the appropriate underwriting agency
- Inform you on all matters related to providing an Insurance Broking service
- Disclose to other members of the insurance industry and Insurance Claims Register Ltd and to parties who have a financial interest in the subject matter of the policy
- Provide Annual Policy renewal documentation and advice
- Notify members of the insurance industry and Insurance Claims Register Ltd.

We collect information from you when you complete policy proposals or contact us via phone, email, website or in person. We also collect information from third parties where you have authorised this or the information is publicly available. We may use this information to send you requested product information, regulation and industry updates and information to help us maintain/manage your policy renewals, invoicing, and claims. This information may periodically be used to contact you to promote product or services, email competition, promotion details or for voluntary surveys.

Information we collect may include:

- Name, date of birth, gender, marital status
- Postal and physical address
- Email details
- Interactions with us
- Billing information
- Details pertaining to insurance risk
- Previous claims and insurance history
- Any criminal conviction within the last 7 years, any imprisonment for a criminal offence, any driving offences within the last 5 years and any disqualification from driving.

How can you check or update the information we are holding about you?

You have the right to access any of your personal information that we hold about you. We will also update, correct, or delete any personal information that we agree is inaccurate. Requests must be made in writing to us at admin@mwinsurance.co.nz or posted to PO Box 83, Pukekohe 2340.

Who do we disclose your information to?

We do not sell, rent, or trade your personal information to others. It may be necessary for us to provide your personal information on to insurers, reinsurers and other product or service providers.

Besides our staff, we share this information with:

- Underwriting Agencies
- Third party Funding companies engaged for payment options
- Remedial work specialist for claims
- External loss adjustors and or investigators
- Earthquake commission and any other government agency required by law
- Any person whom you give written authority/consent including legal representation.

Providing some information is optional. If you choose not to enter all your personal information, we'll be unable to represent you to the best of our ability.

Links

We provide links and references to other websites for the convenience of our clients. We do not represent or endorse any of these but are using them to provide the information you may require. We cannot guarantee the privacy of your personal information by any third-party company that you may choose to engage with.

Consent

By engaging with any of our team at MW Insurance and asking us to assist with your personal or companies Insurance needs you are consenting to the collection and the use of the above information as outlined above.

Data Storage and Protection

We will take reasonable steps to protect any personal information that we hold from misuse, interference and loss, and to protect it from unauthorised access, modification and disclosure. We store all data (including your personal information) on a secure cloud-based platform with 2-step security verification. We protect our data with all reasonable technical and process controls. We keep your information safe by storing it in a secure network and only allowing specific staff to access it.