

Privacy Notice

We value your privacy and take every step to ensure that your information remains confidential. The statement below is a summary of the policies employed by Financial Service Provides NZ Ltd (FSP) and our Mortgage Advisers.

What personally identifiable information does FSP collect from me?

If you contact FSP, we may keep a record of that communication either electronically or in hard copy.

When you inquire through our website, we will collect your name and contact details. If you use our services to apply for a financial service, we will collect the information necessary for your application, which may include employment, financial and lifestyle information.

How does FSP use my personal information?

We generally use your personal information for the purpose of assisting you with obtaining or enquiring about finance and other services.

What are cookies and does FSP use them?

A cookie is a small amount of data that is sent to your browser from a web server and stored on your computer's hard drive. FSP does not use cookies.

With whom does FSP share my information?

FSP will not disclose any of your personal information except when we have your permission or to companies, we are seeking services on your behalf, i.e. Lenders or Kiwi saver providers

What is the FSP policy on allowing me to update, correct, or delete my personal information?

You may access personal information that FSP holds on you by contacting us via phone, post, or email. Your information can be updated, corrected and in some cases deleted at your request at any time. The Privacy Act 2020 places some limits on these rights.

How does FSP protect my personal information?

As with all information, FSP will never rent or sell your personal information. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, FSP cannot ensure or warrant the security of any information you transmit to us via email or customer response form. Once we receive your transmission, we make our best effort to ensure its secure within our systems.

Additional information

Questions regarding this notice should be directed to admin@fspnz.com .

Resolving privacy complaints

At FSP, we are committed to providing our customers with great service. If our service doesn't meet your expectation, we want to know. Please direct all enquiries to FSP through one of the following means:

Financial Service Providers NZ Ltd

4 Storry Place,

Avonhead

Christchurch 8042

Email: admin@fspnz.com

Phone: 0800 377 249

In most cases, we are able to resolve your issue or complaint on the spot. If this is not possible, we'll send you a letter to acknowledge your issue or complaint and let you know how long we expect it to take to provide you an answer.

If you are not satisfied with the steps we take to resolve your issue or complaint or with the result of our investigation, you can seek assistance from an independent external dispute resolution service, which is provided by the Office of the Privacy Commissioner. Please see our complaints section.