

## Ark Financial Group Privacy Statement

Last updated 29 April 2025

Ark Financial Group (“our, we or us”) is committed to ensuring your privacy is protected. Any personal information you provide to us will be held by Ark Financial Group and third-party service providers and used only in accordance with the Privacy Act 2020 (the privacy act). This statement is provided for your information and does not limit or exclude your rights under the Privacy Act.

This privacy statement extends to any and all documentation and personal information collected about you and your interactions with the Ark Financial Group. This may include information collected about you from others.

We collect personal information from you. We may also collect information from a third party such as an insurance, investment or Kiwisaver company that we have distribution agreements with.

Including information about your:

- name
- contact information
- interactions with us
- billing or purchase information

We collect your personal information in order to:

- For the application of insurance and/or investment

If you choose not to give information about yourself for the purpose of applying for either an insurance policy, Kiwisaver and/or an investment account, we will be unable to complete the application - providing some information is optional.

We may also collect information from a third party such as an insurance, investment or Kiwisaver company that we have distribution agreements with.

We protect our information (including your personal information) with all reasonable technical and process controls. We keep your information safe by using Iress CRM and Microsoft office cloud applications. We also store information using secure on-premises storage and only staff at Ark Financial Group can access this information.

We keep your information for as long as you are active clients at Ark Financial Group at which point, we scan all physical files to our digital files, out-source document destruction to destroy all physical files, and securely archive all digital information for at least 7 years.

If you choose to subscribe to any Ark Financial Group publications, we use Brevo to help us manage this process. Personal information relating to your subscription is held by Brevo and controlled by Ark Financial Group for this purpose.

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 [admin@arkfg.co.nz](mailto:admin@arkfg.co.nz), or 03 360 2001, or Ark Financial Group, PO Box 20335 Bishopdale, Christchurch 8543.