

NBS Privacy Statement

Introduction

Nelson Building Society recognises the importance of safeguarding your personal and financial information. As an institution offering financial services, NBS needs to collect and retain Personal Information about you in the course of providing products and services. We do so only where this is lawful, necessary, and consistent with this privacy statement and the Privacy Act 2020.

Definitions

In this statement:

NBS means Nelson Building Society, also referred to with the words **we**, **us** and **our**.

NBS Privacy Officer means the person appointed by NBS from time to time to oversee privacy compliance and respond to privacy-related enquiries.

Personal Information means any information about an identifiable individual.

Privacy Act means the Privacy Act 2020 and any laws that change or replace it.

You and **your** means our clients, and includes the person:

- named when the account was set up who uses our products and services; and/or
- who gives us Personal Information

Changes to this privacy statement

We may update this privacy statement from time to time by publishing a new version of it to our website at [Privacy Statement- NBS](#). We will take reasonable steps to tell you about changes at least 14 working days before they are made. Depending on how significant the changes are, we will tell you about changes in one or more of the following ways:

- a notice on our website;
- sending you an email or notifying you through Internet or Mobile banking; or
- displaying information in our branches.

This privacy statement was last updated on 16 April 2026.

Your acceptance of this privacy statement

By accessing or using our website, products, or services, you agree that your Personal Information may be collected, used, stored, and disclosed by NBS in accordance with this privacy statement and the Privacy Act.

Collection and use of information

NBS may collect and use your Personal Information for the following purposes:

- to verify your identity
- to provide our products and services to you
- to communicate with you (including for marketing purposes) and respond to communications from you
- to improve our products and services, analyse data, and generate insights
- to undertake credit checks of you (if necessary)
- to use information for security reasons or investigations
- to protect and/or enforce our legal rights and interests (including defending any claim)
- where you contact us by phone, we may record the call and note the details of it (for training, service improvement, or statistical purposes), and
- for any other reason authorised by you, this privacy statement or the Privacy Act.

You do not have to provide NBS with the above Personal Information, although not doing so may affect the products or services that we can provide to you.

When you use our website or mobile services, we may collect information such as your device type, browser, IP address, location data, and website interactions. This information helps us improve your user experience. We will treat this information as Personal Information. Your device may allow you to restrict our ability to view this information, but please note that should these restrictions be enabled you may be unable to use some or all of the functions on our website.

When we collect Personal Information directly from you, we will take reasonable steps to make you aware of what we are collecting, why we are collecting it, how we will use it, who we may share it with, and your rights to access and correct that Personal Information.

From time-to-time, NBS may collect Personal Information about you indirectly, from third parties. Where we collect Personal Information about you indirectly, we will take reasonable steps to notify you of the collection, the purpose of the collection, who will receive the Personal Information, the name and address of NBS as the collecting agency, and your rights to access and correct that Personal Information.

Set out below are examples of circumstances in which we may collect your Personal Information indirectly. For the avoidance of doubt, your rights to access and request correction of that Personal Information are as set out in the *Access and correction to Personal Information* section of this privacy statement.

No.	Activity	Third party we may collect information from	Why we collect this information
1.	carry out customer due diligence and ongoing monitoring (including sanctions and watchlist screening)	specialist screening and compliance service providers	to meet our obligations under anti-money laundering and counter-terrorism financing laws, including identifying politically exposed persons and monitoring changes over time
2.	verify your identity	electronic identity verification providers	to confirm your identity when you open an account, update your details, or where we are required to re-verify your identity
3.	complete credit checks	credit reporting agencies	to assess your creditworthiness, verify information you have provided to us, and make lending decisions
4.	receive loan or finance applications submitted on your behalf	mortgage brokers or introducers we work with	to assess and process lending applications that you have chosen to submit through a broker
5.	verify ownership of vehicles used as security	motor vehicle registers and reporting providers	to confirm that vehicles offered as security are owned by you and can be relied on as loan security
6.	verify ownership and details of property used as security	property data, valuation and title information providers	to confirm property ownership, value, and other relevant details where property is used as loan security

No.	Activity	Third party we may collect information from	Why we collect this information
7.	receive transaction and legal information relating to property transactions	solicitors or law firms engaged by you	to facilitate property-related lending and settlement where NBS is providing finance
8.	assess spending patterns and financial position	financial assessment and reporting providers	to assess affordability and suitability when considering lending applications
9.	collect information about roles held in not-for-profit organisations	not-for-profit organisations you are associated with	to meet customer due diligence and internal requirements where you are connected to a not-for-profit entity
10.	collect feedback and opinions about our products and services	market research agencies	to understand customer experiences and improve our products and services (information may be anonymised before being provided to us)

Young people and children

NBS will take care when collecting Personal Information from young people and children and will do so in a manner which is fair and compliant with the Privacy Act.

Disclosure of Personal Information

NBS may disclose your Personal Information to:

- any business that supports our services and products, including our professional advisors and any person that hosts or maintains any underlying IT system or data centre that we use to provide the Website or other services, any payment providers, any fraud detection partners, marketing and advertising partners, and customer support partners;
- credit reporting agencies;
- debt recovery agencies;
- market and data research companies (for anonymised statistical information);
- a person who can require us to supply your Personal Information (such as a regulatory or government authority);
- any entity that we enter into any joint venture with, or any other business that we are sold to or merged with;
- any other person authorised by the Privacy Act or another law (such as a law enforcement agency); and
- any other person authorised by you.

We will only disclose Personal Information to the parties listed above if it is necessary and appropriate to facilitate the purposes for which your Personal Information was collected pursuant to this privacy statement. We will take reasonable steps to ensure that Personal Information is accurate and up to date before disclosing it to any third party.

NBS will not sell your Personal Information to third parties.

Retention

We retain Personal Information for the length of time for which we may lawfully hold it, and we securely delete it when no longer required.

However, please note that:

- we are required to hold certain Personal Information for at least 7 years;
- we are required to keep certain other Personal Information for longer, to comply with various regulatory and legal obligations that apply to us (including under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009, the Financial Transactions Reporting Act 1996, Financial Market Conduct Act 2013, Credit Contracts and Consumer Finance Act 2003 and other New Zealand and international laws); and
- we are required to hold the information referred to above even if you are no longer a client of ours.

Storage and security of information

We take reasonable steps to keep your Personal Information safe from loss, unauthorised activity or other misuse. These steps include:

- adopting and regularly reviewing the performance and terms of our data security processes and systems to ensure that they are fit for purpose;
- adopting technologies that meet the standards required by the Privacy Act;
- verifying the suitability of security systems in place with third parties that we work with to ensure that they meet the standards required by the Privacy Act; and
- training our personnel on how to keep your Personal Information safe and secure.

Some of our service providers may be located overseas. Where we disclose your Personal Information to an overseas recipient, we will ensure the recipient is required to protect that Personal Information in a way that is comparable to the protections under the Privacy Act.

Access and correction to Personal Information

Under the Privacy Act, you have the following rights:

- **The right to be informed about how your Personal Information is being used.** If you would like further information beyond that provided in this privacy statement, please contact us. Our details are below.
- **The right to access readily retrievable Personal Information held by us about you,** subject to certain grounds for our refusal as outlined in the Privacy Act.
- **The right to request corrections to the Personal Information that we hold about you.** Should you request a correction, we will make the correction should the correction be reasonable and we are reasonably able to make it. If we are unable to, we will discuss this with you and take reasonable steps to note the requested correction in our records against your data.

If you would like to exercise the above rights, please contact us via secure messaging, email us at PrivacyOfficer@nbs.co.nz or phone us on 0800 101 700. You can also make your request in person at an NBS branch. When making your request, please clearly state what information you are requesting, and notify us of anything else you think relevant to your request. As part of this process we may need to verify your identity. Generally, there is no fee applicable to the exercise of your rights. However, if in the circumstances enacting your request will incur a fee, we will discuss this with you in advance of acting upon your request.

Where you request a copy of your readily retrievable Personal Information or request a correction to your Personal Information, we will endeavour to act upon your request within 20 working days.

Please note that, should you wish to exercise any of the above rights on behalf of another person, we will take steps that we deem appropriate in the circumstance to ensure that you are authorised to exercise those rights on behalf of that other person. Such steps may include contacting the person to whom the Personal Information belongs, or requesting evidence of authorisation and may require us to verify your identity.

Security or data breaches

In the event that a security or data breach occurs, we will promptly assess the nature and cause of the breach, including whether the breach constitutes a “notifiable privacy breach” (as defined in the Privacy Act).

If we determine that the breach constitutes a notifiable privacy breach, we will:

- notify the Office of the Privacy Commissioner; and
- take reasonable steps to notify affected individuals (subject to any applicable and appropriate exceptions set out in the Privacy Act),

as soon as reasonably practicable.

Following a breach, we are committed to taking all reasonable steps to contain the incident, mitigate potential harm, and remediate the issue that gave rise to the breach to prevent future occurrences.

Privacy Enquiries

If you have any queries or concerns about how your Personal Information is managed then please get in contact with NBS on:

- Via secure messaging in internet banking or the NBS app
- phone: 0800 101 700
- email: PrivacyOfficer@nbs.co.nz

If NBS can't resolve your concerns through our complaints process, you can raise your concerns with the Office of the Privacy Commissioner, which provides free and independent services. You can contact them by:

- phone: 0800 803 909
- email: enquiries@privacy.org.nz

If the Office of the Privacy Commissioner can't assist you or you have other concerns, then please contact the free and independent dispute resolution services offered by the Banking Ombudsman Scheme. You can contact them by:

- phone: 0800 805 950
- email: help@bankomb.org.nz

EU users can at any time change or withdraw their consent from the use of cookies on our website. Please state your consent ID (only visible below to EU users) and date when you contact us regarding your consent – please contact us on info@nbs.co.nz. Your consent applies to the following domains: www.nbs.co.nz

Cookies

A description of the cookies that NBS uses in this website is set out below. You may be able to configure your browser to notify you when you are offered cookies and decide whether or not to accept it. You may choose not to accept cookies when browsing our websites. However, you may not be able to log on to our secure services without accepting the cookies outlined below.

Analytics

Throughout our website, the Google Analytics web analytics system is used to measure anonymised site activity in order to understand and optimise user experiences. Further information can be found at <http://www.google.com/analytics/>.

Please also note, while our website may hyperlink to various other websites, we are not responsible for the privacy practices of those websites and/or reliability of the information published. We encourage you to review the privacy policy of third party sites prior to providing any Personal Information to those sites.

NBS' name and address

NBS' name and address is:

Nelson Building Society
111 Trafalgar Street
Nelson 7010