

## **Westpac Customer Forum™ Privacy Policy**

### **Commitment to website privacy and responsible use of information**

At Westpac New Zealand Limited ("Westpac"), we are committed to ensuring the privacy of your information. We understand as a person sharing information through Westpac Customer Forum surveys and forums, how important the privacy of your personal information is to you.

The following policy has been developed in recognition that Internet technologies, and specifically Westpac's application of these, are rapidly evolving. This policy addresses privacy issues relevant to Customer Forum, including issues relating to information collected in Customer Forum surveys.

Should we change this privacy policy for any reason, we will notify Customer Forum members by email. If you have any further questions relating to this privacy policy, please do not hesitate to email us at [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz).

### **Information we collect**

We will collect and store the information you voluntarily provide to us each time you complete a survey.

We may also collect and store information about how you completed the survey including (but not limited to) the browser you used, the device you used, the operating system on your device, whether you have Flash installed, the date you start and the date you finished the survey and how you first accessed the survey. This information is used to determine which question types will work on your device, and to help us resolve issues for people who experience issues with individual surveys.

Do not at any stage disclose any of your specific bank account, card, online banking or phone banking details on the Customer Forum website or in emails to [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz). This includes things such as account number, customer number, credit card number, debit card number, pin or password. Customer Forum will never request this information from you.

### **Storage**

The information we collect is stored in a secure database by our software provider Vision Critical who is located at 858 Beatty Street, Vancouver, British Columbia, Canada. Vision Critical host Customer Forum; Nexus Research, located at 19 Graham Street, Auckland CBD, manage the Customer Forum. Vision Critical and Nexus Research will not use the information for any purpose other than analysing and reporting survey results and it will only be disclosed in accordance with this privacy policy.

If the relationship between Vision Critical and Westpac, in relation to Customer Forum, ceases all information held about Westpac customers by Vision Critical will be handed over to Westpac. Vision Critical will no longer use, hold or have access to this information.

### **Security of data**

To prevent unauthorised access, maintain data accuracy and ensure appropriate use of any customer supplied information, Westpac and Vision Critical have put in place physical, electronic and managerial processes to protect the information we collect via Customer Forum. One of the key electronic processes it uses is to encrypt any information you provide to us in Customer Forum surveys.

## **Information disclosure**

The information collected will only be used by Westpac for legitimate market research purposes. This might include things like gaining a better understanding of our customers, how we are helping you, your needs as a Westpac customer and your feelings about our advertising campaigns and brand.

We will not sell or disclose personal information about you as an individual to any third party or entity outside Westpac, its group of companies or its research partners. Nor will we use it for any purpose other than market research.

Westpac may share the information we gather, in aggregate form only, with our advertising and media agencies, and other partners, and with Westpac group of companies, for the purpose of generally improving Westpac services and products.

If you give your permission, Westpac may match your survey answers back to our customer database. The information held about you in our customer database will be used to identify appropriate surveys for you to complete, or for analysis, the results of which will only be in an aggregate form and will only be used to help us identify trends in customer groups.

Westpac may release information about you if required to by law.

## **Cookies**

Cookies are small pieces of information, which can be stored on your hard drive or in memory.

The cookies used by Customer Forum enable the surveys to function properly. Cookies are also used when Customer Forum members log into the Westpac Customer Forum Portal (<https://research.westpac.co.nz>), enabling members to navigate through the secure pages. For further details on Customer Forum Membership, please [click here](#).

The cookies we send to your PC cannot read your hard drive or command your computer to perform any action.

## **Use of email addresses**

As a Westpac customer you may have already supplied your email address as part of your customer information and agreed to receive emails about Westpac services and products from time to time. Receiving these emails is in no way linked to providing your email address to Customer Forum.

### **Unsubscribing and ending membership**

Whenever you receive an email from Customer Forum, we will give you the option to stop receiving emails from Customer Forum by clicking on a link in the email. If you are a member of Westpac Customer Forum, unsubscribing will end your membership. You can also stop being a member by emailing [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz) and placing 'Request Removal' in the subject line. By doing either of these you will no longer receive emails from Customer Forum. Your Information will still be kept, unless you ask us to remove it or it is disposed of in accordance with the terms of the Privacy Act 1993.

### **Changing or removing your information**

You have the right to access and correct the information held about you by Westpac and Vision Critical subject to the provisions of the Privacy Act 1993.

If you are a Customer Forum member, you are able to update some of your personal details such as your email address, username and password when you log into the Customer Forum website.

For any other information changes please email your name and the details you would like changed to [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz). Please don't include any of your specific bank account, card, online banking or phone banking details. This includes things such as account number, customer number, credit card number, debit card number, pin or password.

When updating your information with Customer Forum, only the information stored for Customer Forum will be changed. For example we will not change your home address associated with your Westpac account if you inform Customer Forum of a new home address. Conversely if you update your Westpac account information this will not update any information that Customer Forum holds about you.

To know more...

Email us at [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz) . For general banking enquiries, please call 0800 400 600.

The information in this Privacy Policy, the Customer Forum survey platform and any Customer Forum email communications is presented subject to our Customer Forum Terms and Conditions and any other terms and conditions that Westpac may impose from time to time. It is subject to the [Westpac Legal Page](#). Copyright©2016 Westpac New Zealand Limited