



## Privacy Policy

The protection of your privacy is important to us, and we are committed to acting in accordance with the Privacy Act 2020.

First Rescue New Zealand Limited (**First Rescue**) collects, holds and uses your personal information for insurance-related, administrative, roadside assistance, accident management, claims handling services and marketing purposes. Where applicable we also collect, hold, and use your personal information for other purposes, including complying with legislation, regulation, and industry codes that are applicable to us.

The intended recipient of your information is First Rescue and its customers. We may also give your information to and obtain it from others, including our suppliers, your financiers, and the insurance industry, including the Insurance Claims Register Limited where records of claims are kept. Information from you or about you may be stored physically or electronically, including offshore facilities, by First Rescue or any supplier (with whom we have a contractual arrangement). Where your information is stored physically or electronically outside of New Zealand, we ensure that our contractual arrangements with these suppliers/entities generally include an obligation for them to comply with New Zealand privacy laws. We will take reasonable and appropriate steps to protect this information from unauthorised access or disclosure.

Failure by you to provide accurate and complete information may impact our ability to deliver rescue or assistance services and should this information form part of a claim, increase the risk of your claims being reduced or declined. If anything changes, you must also tell us.

You may request access to, or correction of, the information we hold about you by writing to us or emailing us at [compliance@firstrescue.co.nz](mailto:compliance@firstrescue.co.nz)

When you use First Rescue's services, you authorise First Rescue to collect, hold, use and disclose your personal information in accordance with this privacy policy. Where you provide First Rescue with personal information about any other person for roadside assistance, accident management, claims handling services purposes, you confirm that you have the authority of those persons to disclose such information and to authorise First Rescue to collect, hold, use and disclose the information for insurance-related, vehicle repair related, and marketing purposes in accordance with this privacy policy.

We encourage you to review this privacy policy on a regular basis as it may be updated in the future.

If you have any concerns or queries in relation to our privacy policy please contact: [compliance@firstrescue.co.nz](mailto:compliance@firstrescue.co.nz)