

Everlasting Group Limited - Privacy Policy

Privacy Rights

Privacy is very important to us. We are committed to protecting your privacy and handling your information in an open and transparent way. This Privacy Policy (“Policy”) applies to “Everlasting Group Limited” and its subsidiaries (‘Everlasting’, ‘we’, ‘our’ or ‘us’). Where we are providing you services, this Policy should be read in conjunction with the agreement under which you engaged us to provide service to you (the Terms) In the event of any inconsistency, the Terms take precedence over this Policy.

This Policy explains how we collect, handle, and protect personal information when:

- We provide services to our clients;
- You use “this Website” or provide other information to us as a non-client; or
- We perform any other activities that form part of the operation of our business.

Acceptance of this Privacy Policy

You accept this Policy and authorise the collection, use, disclosure and storage of your personal information by Everlasting as described in this Policy when you access and/or use our services, website www.everlasting.io or other ways you provide us with your personal information.

Collecting of personal information

Why does Everlasting collect personal information?

We collect personal information in order to:

- provide you with relevant services;
- undertake our business operations and in particular to comply with our legal obligations relating to Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (“AML”); and
- to meet obligations under other applicable laws and regulations in New Zealand and other jurisdictions.

We will not collect, use or disclose your personal information for any other purpose. In particular, we will never sell your personal information to third parties.

You don’t have to provide us with any information we request. However, if you don’t, we may not be able to provide you with certain information or services.

Who does Everlasting collect personal information from?

- Our clients
- Our suppliers;
- Individuals who enquire through our site and people who come into contact with Everlasting;
- Authorised personnel on behalf of our clients

What kind of personal information does Everlasting collect?

Depending on the nature of your connection with Everlasting, the type of information collected may include, but not limited to:

- Name, birth date, contact details (including phone number, address, and email address), government-issued ID, payment information and tax details;
- Further documents relating to AML obligations include proof of address, source funds/wealth;
- Billing information
- Information documents relating to providing service include the will, supplementary will and additional information.

The types of information that we collect may vary depending on the nature of the activity. However, we will take reasonable steps to provide clear information about the nature of those activities and the purpose for which we are collecting your information

How might Everlasting collect your personal information?

We may collect personal information directly from you when you provide details to us, or from you indirectly (for example, through authorised parties that you refer us to). We may also collect information about you from third parties, for example, from service providers that help us verify your identity. We may also collect information from publicly available resources.

If you provide us with, or authorise us to collect, personal information about another person, you confirm they have authorised you to provide us, or authorise us to collect, that personal information in accordance with this Policy and that you have informed them of their rights to access, and request correction of, this information.

Disclosure of your personal information

We may disclose your personal information for the purposes of the following (but not limited to):

- Members of Everlasting Group Limited and its subsidiaries in connection with the purpose set out in this privacy policy
- Our service providers who assist us in carrying out and performing our services
- Third parties to identify or verify your identity and/or to undertake AML and FML/ terrorism financing checks
- Financial institutions
- To law enforcement, legal, government or regulatory agency in New Zealand jurisdiction, where such disclosure is mandatory or authorised by any law that directly applies to us;
- To any person authorised by you directly or indirectly

We will take reasonable steps to get any third party to whom we disclose your personal information to agree to comply with the requirements of the Privacy Policy.

Contact Us

Check, Update or Change your personal information we are holding

Send us an email through to support@everlasting.nz, to let us know if you want to view, amend or delete any personal information we hold about you. There's no charge for this.

In some cases, to ensure security and integrity of the platform, or to comply with the law, we may still be required to maintain historical personal information you have submitted to us. In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

Complaints or Disputes

If you have questions regarding privacy-related issues or wish to complain about Everlasting practices around your personal information, we encourage you to contact our Privacy Officer at support@everlasting.nz. Any complaints will be investigated by our Privacy Officer and will be addressed within 15 business days.

More information about your rights and our obligations in respect to privacy and information on making a privacy complaint are available from the Office of the Privacy Commissioner at:

Website: www.privacy.org.nz

Email: investigations@privacy.org.nz

You can read more about Privacy Policy here www.privacy.org.nz

Changes to this Privacy Policy

This Policy will be reviewed periodically and may be amended to take account of new laws and technology, and changes to our operations and practices. The most current version can be found www.everlasting.nz/privacy and can be obtained by requesting support@everlasting.nz