SBS Verify Privacy Statement

Important

Southland Building Society operates under the brand "SBS Bank". The name of the registered bank is Southland Building Society (referred to as "**us**", "**we**", or "**our**").

This privacy statement (which can be amended or replaced from time to time) applies to your use of SBS Bank's ID verification web application called SBS Verify. In all other respects, the General Terms and the privacy policy on our website will apply.

By authorising and using SBS Verify, you agree with the terms of this privacy statement. If you do not agree to the terms in this privacy statement, you should not use SBS Verify and you can, instead, verify your identity at an SBS branch.

Please read this document carefully. We are happy to explain anything to you that is not clear.

1. Our Privacy Statement

1.1 As a registered bank, we know how important it is to keep your information safe and secure. This privacy statement describes the type of information that we will collect about you through SBS Verify, how we will use your information and who we will or may share your information with. All personal information (including your biometric information) is obtained and used in accordance with the Privacy Act 2020 and the Biometric Processing Privacy Code 2025.

1.2 If you submit information to us through SBS Verify, you are responsible for ensuring that you are authorised to provide us with that information (including any supporting documents you provide to us through SBS Verify).

2. What personal information will we collect?

2.1 We may collect from you, store, use, and retain the following personal information:

- a copy of any document you upload to SBS Verify (for example, your New Zealand Driver's Licence, New Zealand Passport or Australian Passport) and any personal information contained in those documents (including biometric information);
- any personal information you populate or include in SBS Verify; and
- details of your use of and activity within SBS Verify.

2.2 We collect, use store and retain the personal information listed above for the purposes of verifying your identity and residential address as required by the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (and any related or successor laws or regulations). This helps us to verify your identity as part of you opening an account with us. We may also retain a copy of any photo that you provide to us to help us identify and assist you in our branches.

2.3 We may also need to re-verify your identity and residential address from time to time by resubmitting and sharing your personal information as set out below.

3. Who will we share your personal information with?

3.1 SBS Verify is an electronic verification platform, provided by Daon (Australia) Pty Ltd ("**Daon**"), that SBS Bank uses to verify your identity and your residential address online. To complete your ID verification, SBS Verify uses Daon's electronic verification platform to match your personal details against records held by the New Zealand or Australian Government and select independent third party agencies ("**Third Party Agencies**").

3.2 By using SBS Verify, you acknowledge that we will (or may) disclose your personal information to:

- Daon;
- Datazoo Limited;
- Third Party Agencies, including (without limitation):
  - Waka Kotahi NZ Transport Agency;
  - New Zealand Ministry of Business, Innovation and Employment;
  - Land Information New Zealand;
  - Centrix (a credit information bureau);
  - New Zealand utility companies (as part of address verification);
  - New Zealand Department of Internal Affairs;
  - Australian Document Verification Service; and
- any other service providers who assist us to operate SBS Verify (including developing, hosting or maintaining SBS Verify or providing customer support, marketing assistance or analytical services).

3.3 Daon may from time to time need to use data provided by you to SBS Verify to provide services to support, operate, test and improve its service lines.

3.4 You also authorise us to disclose your personal information (including the results of your ID verification) to our subsidiaries, where you apply for, or have, a product or service with them to assist them to complete ID verification on you and comply with their legal obligations under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (and any related laws or regulations).

3.5 You also agree to Third Party Agencies disclosing your personal information to Daon and us to confirm the results of your ID verification.

3.6 Your personal information will only be disclosed to Third Party Agencies to the extent necessary to carry out your ID verification, where required by law, or as otherwise authorised by you (including under this Privacy Statement).

4. Where is your Information Held?

As noted above, in some cases we may share your information with Third Party Agencies. While we will always try to ensure that your information is subject to appropriate protections, those Third Party Agencies may not always be required to protect your information in a way that is comparable to the New Zealand Biometrics Code. If you do not agree to that use, you should not agree to the use of SBS Verify.

5. How long will my information be retained for?

5.1 You acknowledge that your personal information provided through SBS Verify will be retained by us for the period required for us to comply with our obligations under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009. We will hold your personal information in accordance with legal and audit requirements and take reasonable steps to protect your personal information from unauthorised use or disclosure.

6. What are your rights?

6.1 It is your decision whether you wish to provide your personal or biometric information to us via SBS Verify. If you do not agree to the collection, use, disclosure and retention of your personal information through SBS Verify as set out in this Privacy Statement, you will need to contact us to use an alternative method to complete your ID verification. You can contact us to discuss the alternative ways to complete your ID verification by calling our Contact Centre on 0800 727 2265 or contacting one of our branches during business hours.

6.2 We are also happy to provide you with access to or correct any personal or biometric information that we hold about you. Please call our Contact Centre on 0800 727 2265 or contact one of our branches during business hours:

- If you wish to access your personal or biometric information, or
- If any of the personal or biometric information we have is incorrect, or
- If you want to understand how your personal or biometric information is processed under this Privacy Statement, or
- If you wish to withdraw your consent to our use of your biometric information.

6.3 If you feel we have mishandled your information, or not met our privacy obligations, please contact us to make a complaint. We take all complaints seriously and will do our best to remedy your concerns.

6.4 If you have made a privacy complaint with us but are not satisfied with the outcome, you can escalate your complaint to either of the below organisations:

Office of the Privacy Commissioner
Phone: 0800 803 909
privacy.org.nz

Banking Ombudsmen
Phone: 0800 805 950
Email: help@bankomb.org.nz
bankomb.org.nz

7. Analytics and external partners

7.1 We may promote our products and services through SBS Verify. We may also use external advertising suppliers to promote our products and services through digital channels.

7.2 We may also use analytics services to measure the performance of SBS Verify. This provides us with statistics detailing daily activity on SBS Verify (such as the number of visitors to SBS Verify, the time of the day our customers access SBS Verify, the type of mobile device used to access SBS Verify and the number of page views). This information is anonymised and assists us to improve the experience for users of SBS Verify.

8. Links to external websites

8.1 From time to time, SBS Verify may contain hyperlinks to other internet websites that are not owned or managed by us. We are not responsible for the content of these websites, their privacy policies or the personal information which such websites may collect about you. When you click the hyperlinks to other websites, you should read their own privacy policies.

9. Changes to this Privacy Statement

9.1 We may vary this privacy statement and any other terms and conditions applying to SBS Verify.

9.2 You will be given at least 14 days' notice of any variation to this privacy statement either by post, email, notice in our branches or notice on our website.

9.3 While we will always try to give you notice of changes in advance, we may not always be able to do where we consider so an immediate change to this privacy statement is necessary for the security of SBS Verify.