

Civic Financial Services Limited Privacy Notice

1 About this privacy notice

This privacy notice applies to personal information collected by Civic Financial Services Limited, a company incorporated in New Zealand (company number 13271) (in this notice, 'we', 'us', 'our'), from or about members, prospective members, former members (and their survivors) ('you', 'your') of the SuperEasy superannuation schemes ('**SuperEasy Schemes**'). The Supereasy Schemes are managed by Local Government Superannuation Trustee Limited ('**Trustee**').

2 What information do we collect?

We may collect the following information about you, for the following purposes:

PERSONAL INFORMATION COLLECTED	WHO WE COLLECT IT FROM	WHY COLLECTED
Information collected when you create an account to use our member services portal, or when you submit information to us through the forms provided on our website or member services portal, including: • your name, contact details and address • your passport or other identification information • your gender, date of birth, age and other demographic details	You or any person acting on your behalf	For all purposes relating to the provision of our services to you, including to: • provide our services to you, improve our service offering and facilitate our general internal processes • to verify your identity and eligibility to use our services • communicate with you, including responding to complaints or any assistance requests you have in relation to our services • administer the SuperEasy Schemes • comply with our obligations under anti-money laundering and countering financing of terrorism laws, tax laws, financial services laws and other relevant laws • provide you with important notices and information about the services we provide to you

PERSONAL INFORMATION COLLECTED	WHO WE COLLECT IT FROM	WHY COLLECTED
		provide you with information about other goods and services you may be interested in and for any other purpose that we notify you of at the time your personal information is collected
Information about other KiwiSaver or superannuation schemes you are or have been a member of and financial and tax information such as your bank details and IR number	IR	Any of the above purposes
Information about your employer, employment status, role, salary and other employment entitlements	Your employer	Any of the above purposes
Information about your family members and their relationship to you	Your family members	Any of the above purposes
Information we collect when you use our online services, via our cookies or otherwise, including our website and member services portal, including: - your IP address and location information - information about how you interact with our website at www.supereasy.co.nz - our online member services portal or any other online platforms or services provided by us, including information about the pages you visit	You	To allow us to provide our services to you and improve our service offering by better understanding how users interact with our online services
Any information about you (including information of the type referred to above)	Any other third party with your authorisation	For any other reason permitted by the Privacy Act 2020 (for example, with your authorisation, for a directly related purpose, or where the law permits or requires it)

3 If you do not agree to provide us with personal information

You don't have to give us personal information about you, or any other person. However, if you do not provide us with the information we request, we may not be able to provide you with our products and services or you may not be able to fully benefit from our products and services.

4 Information you give us about other people

We may collect personal information about someone else from you. If you do provide us with someone else's personal information, you must make sure you have that person's authority to do so and you must make sure that person knows that their information may be used by us in the circumstances set out in this notice.

5 Disclosing your information

We may disclose the personal information we hold about you to the following persons and for the following purposes:

WHO TO	WHY DISCLOSED
The Trustee, the manager and trustee of the SuperEasy Schemes, if you apply to be, or are, a member of a SuperEasy Scheme	So that the Trustee may use that information for the administration of the SuperEasy Schemes, including: - to respond to any queries or requests for information by the Financial Markets Authority - to comply with its legal and regulatory requirements or as otherwise permitted under New Zealand privacy law
Your employer	If we need to do so in order to provide a service to you or respond to a request from you
Our professional advisors, contractors, service providers, business associates, and others	To perform our services
Any person, including government authorities and regulatory bodies	Where we are authorised or required to disclose your personal information to them
Any other person	For any other reason permitted by the Privacy Act 2020 (for example, with your authorisation, for a directly related purpose, or where the law permits or requires it)

6 Where your personal information is held

The personal information that we collect may be held by us:

- may be held electronically or otherwise; and
- may be held by us, or on behalf by our service providers.

7 Your rights

You have the right to:

- request access to personal information that we hold about you; and
- request that we correct personal information that we hold about you.

8 Contacting us

You may contact our privacy officer:

by post, at: Privacy Officer
 Civic Financial Services Limited
 PO Box 5521
 Wellington 6140

by email, at: admin@civicfs.co.nz

9 Keeping us updated

It is important to us that the personal information that we hold about you or any other person is accurate and complete. Please let us know as soon as possible if you think we may need to make changes to the information that we hold.

10 Amendments

We may make changes to this privacy notice from time-to-time by publishing an updated version of this privacy notice on our website.

Last update: May 2026