

Privacy Statement

At Member First Credit Union (MFCU) we understand the importance of privacy and security. This statement is to provide you with details about the information we collect from you through the use of our website. This statement is supplementary to our full detailed Privacy Policy as it relates solely to the use of our website.

Information we collect

When you use our website, we collect certain information either through the use of cookies or where you provide your details for the purpose of contacting us or using our online services.

The types of information collected through the use of cookies includes for example:

- the number of people who visit the website;
- the date and time of visits;
- the number of pages viewed;
- the amount of time spent on the website;
- the popular sections of the website.

When you provide your personal information through forms on our website, the type of information will include for example:

- your name;
- your CU account number (optional);
- your contact number;
- your email address;
- details of your query.

If you ever decide that you no longer wish us to keep or use information or you want the information to be revised or updated, please feel free to contact us. We will remove or amend the information as appropriate in accordance with applicable legislative and regulatory requirements.

'Cookies'

Cookies are used to monitor website traffic and enhance your experience of our website. Cookies are pieces of data which your computer, mobile or tablet device downloads when you visit a

website. Cookies are used to keep track of your preferences and to recognise return visitors.

For full details on the use of cookies on our website, please click [here](#) to view our Cookies Policy.

Online Account Access

When you register for online access through our website, you will be required to complete the Member Registration Form giving certain personal details. Without these details we will be unable to complete the registration process. The details include:

- your name;
- your CU account number;
- your date of birth
- your mobile number;
- your email address;

When you login to use your online account, you will be required to enter details previously provided to you by MFCU. Your mobile number will be used to issue you with a One Time Passcode (OTP) to enable you to login to your account and use our services.

Sharing of personal information

We will not divulge your personal information to a third party unless we have a regulatory or legal requirement to do so or where the third-party is a data processor contracted by us to provide a service. In order to provide you with the online services that you request, we must share your personal information with our IT providers, Wellington IT. This sharing of information is done so under contract where strict confidentiality and security measures are enforced.

Security information

We understand the importance of security and the confidentiality of your information is to you and we have implemented appropriate technical and operational security measures to protect your data. But you must recognise that we cannot guarantee the privacy or

confidentiality of information relating to you passing over the Internet.

By using any of the services/information available on or via our websites or apps, you accept and are deemed to accept that electronic mail messaging and Internet communication may not be free from interference by third parties and may not remain confidential. The use by you of our websites or apps is at your sole risk.

Website Links

Our website may contain links to other websites which are not maintained by MFCU. Different terms of use may apply when using these websites and they may not adhere to the same levels of privacy. You are advised to always read the Privacy Statement of any sites you visit through links provided on our website.

Retention

We do not retain your personal data for longer than it is necessary for us to comply with the purpose for which you gave it to us. Any personal data which you provide to us using this website will be used in line with the purposes for which you provided it (e.g. to contact you and answer any queries which you have raised in the "Contact Us" form or to address any other feedback which you send us in the "Contact Us" form).

Hyperlinks

Some of the pages on our websites may contain hypertext links to websites not maintained by MFCU. You are reminded that different terms of use may apply as a user of such websites. We also cannot guarantee that such sites will attain the same level of privacy as you will find on our own website.

Updates

The contents of this Privacy Statement may change without notice from time to time.