



PINNACLE LIFE

Privacy and security policy



privacy

personal information

To offer you a life insurance policy, Pinnacle Life asks you to provide personal information via its website relating to your identity, state of health and credit card or bank details. We assure you that this information will only ever be used in relation to managing your life insurance policy and for no other purpose. None of your personal details will ever be sold, rented or made available to any party not directly related to managing your policy. Within Pinnacle Life, your personal details will only be accessible to authorised staff operating within strict guidelines. You're entitled to access any information we hold about you. Just contact us.

emails you send to us

Messages you send to our customer support team are private between you and Pinnacle Life. However, emails can be intercepted so please don't include banking details in an email.

your password

When you buy a policy, we ask you to choose a password. This enables us to verify your identity should you contact us at a later date. You are responsible for protecting your password. Do not disclose this information to third parties. If you do, you'll be responsible for how these third parties use your password. We strongly recommend that you use different passwords on different sites.

marketing offers

We at Pinnacle Life would like to communicate with you from time to time to update you on the products and services we offer. If you don't want to us to contact you in this regard, just drop us an email, ask@pinnaclelife.co.nz.

security

internet security

Like all companies that transact business on the internet, Pinnacle Life takes steps to ensure your personal information is transmitted and held securely. To make this happen, Pinnacle Life uses a secure server for collecting sensitive information, such as your credit card or bank account details. The secure server encrypts your information before transmitting it across the internet, rendering it entirely safe from prying eyes. The third party we use to provide this secure server is Thawte, see their [website](#) and their [privacy policy](#).

paying by credit card

If you choose to pay by credit card then a third party, Direct Payment Solutions (DPS) will check the validity of your card and will deduct your payments on behalf of Pinnacle Life. See their [privacy policy](#).

cookies

When you visit our website a "cookie" is created. Cookies are small pieces of information that are stored on your computer's hard drive. It's common practice for websites to use cookies for marketing and also to improve customer experience. You have our assurance that we don't use cookies to record personal information.

links to third party sites

We have some references on our website that link to third party websites, such as [Hannover Life Re](#). Although Pinnacle Life is satisfied with the way these third parties manage their websites, their security and privacy is beyond our control. If you're worried about security or privacy, we recommend you read the security and privacy policies provided by these sites.