



Privacy Policy

Effective Date: 01/June/2025

Appello Services Limited (Appello) is committed to protecting the privacy of individuals who interact with our website and business services. This Privacy Statement explains how we collect, use, disclose, and protect personal information when you visit our website or contact us.

1. Who We Are

Appello Services Limited provides administration, registry, custody support, technology, and related business services to financial services organisations and institutional clients.

Our public website is primarily an informational website intended to provide general information about Appello and our services.

2. What Personal Information We Collect

We may collect limited personal information directly from you when you interact with our website or contact us, including:

- Your name and contact details (such as email address or phone number) when you contact us by email or telephone
- Business or employment information you voluntarily provide to us
- Technical information such as IP address, browser type, access times, and referring websites (where standard website analytics are enabled)

We only collect personal information that is voluntarily provided to us or automatically generated through normal website usage.

3. How We Use Your Personal Information

We may use your personal information for the following purposes:

- To respond to enquiries and communicate with you
- To provide information about our services
- To maintain and improve our website and business operations
- To comply with legal, regulatory, and professional obligations
- To protect the security and integrity of our systems and services

4. Disclosure of Personal Information

We may disclose your information, where appropriate, to:

- Our contracted IT, hosting, and technology service providers who assist us in operating our business systems
- Professional advisers, auditors, regulators, or government authorities where required by law
- Related service providers where reasonably necessary to support the services we provide

We do not sell or rent personal information to third parties.

5. Data Storage and Security

All personal information is stored securely using industry-standard encryption and access controls. Data may be stored on secure servers in New Zealand, Australia, or other jurisdictions, but only where adequate safeguards are in place.

We take all reasonable steps to:

- Protect your information from unauthorised access, use, modification, or disclosure
- Retain personal information only as long as it is needed for lawful business or compliance purposes

6. Accessing and Correcting Your Personal Information

You have the right to request access to, or correction of, any personal information we hold about you.

To do so, please contact us using the details below. We may ask you to verify your identity before processing your request.

7. Your Privacy Rights

If you are located in New Zealand, you have rights under the Privacy Act 2020, including rights of access and correction and the right to make a complaint to the Office of the Privacy Commissioner.

8. Use of Cookies and Analytics

Our website may use minimal cookies for essential site functionality. If any analytics (e.g., Google Analytics) are enabled, they will only collect anonymised information to improve our website performance.

Any analytics information collected is used in an aggregated and non-identifiable manner where practicable.

No cookies are used for advertising or third-party tracking.

9. Links to External Portals and Third-Party Sites

Our website may contain links to external websites operated by third parties. Appello is not responsible for the privacy practices or content of external websites.

10. How to Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, please contact us at:

Privacy Officer

Email: contact@appello.services.co.nz

Phone: +64 9 360 4500

Postal: Appello Services Limited, Level 3, 12 Kent Street, Newmarket, Auckland 1023, New Zealand

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on this website, and the effective date will be updated accordingly.

This Privacy Policy is also available online at <https://www.appello.services.co.nz/privacy-policy>