

Instant Messaging and Other Communication Channels

our terms & conditions and privacy notice

Instant Messaging communication channel: HSBC New Zealand - Terms and Conditions and Privacy Notice

1. Terms & Conditions

These terms and conditions describe what you agree to by using third-party communication channel such as 'WhatsApp', to communicate with HSBC ('we' or 'us').

- 1.1 You agree to avoid sharing confidential information (e.g. personal data) with us through third-party communication channels unless we have confirmed to you that the channel is secure enough to do so.
- 1.2 We are only able to accept text on most channels. Please do not send us any images, attachments, audio files or videos unless we confirm that we can receive them.
- 1.3 We cannot guarantee that third-party communication channels are timely, secure, error or virus-free.
- 1.4 We will not be responsible for any leaks or usage of information by any third-party communication channel, or by any errors, omissions or reasons outside of our control.
- 1.5 You agree to use the third-party communications channels we offer according to these terms and conditions.
- 1.6 You agree not to send us or our third-party service providers any offensive, defamatory, fraudulent or other unlawful information through these third-party communication channels.
- 1.7 If you receive a message from us by mistake, you are not to copy, forward, disclose or use any part of it. Instead, you agree to delete the message and all copies of it, and to notify us immediately by replying to us.
- 1.8 Your usage of third-party communication channels will be governed by separate direct agreements you have in place with them. It is your responsibility to comply with them and to check regularly for any updates to their terms and conditions, policies, service statements, business rules, announcement guidelines, etc. It is up to you to decide if you continue to find them acceptable.
- 1.9 We may suspend or terminate any third-party communication channel offered to you as a means of communication with us. We may also change the scope and features of a channel at any time. Where possible, we will give you advance notice of material changes, or our plans to suspend or terminate a third-party communication channel.

2. Privacy Notice

- 2.1 We will collect, store, use and share your personal data in accordance with our [Privacy Statement - HSBC NZ](#)
- 2.2 We may record and monitor all communications with you for the purposes set out in our [Privacy Statement - HSBC NZ](#)
- 2.3 The third-party communication channels you use to communicate with us will collect, store, use and share your personal data in accordance with their own privacy policies.
- 2.4 We may share the message contents and other information about you with the third-party communication channels you use to communicate with us, as well as other third-parties. This is for the purpose of enabling, maintaining and supporting those communication channels.