

Privacy Policy

Velocity Financial Ltd

Last updated: May 2026

Our commitment to your privacy

Your privacy matters to us. This Privacy Policy explains how Velocity Financial Ltd collects, uses, stores, and shares personal information when we work with you, and the steps we take to protect it.

We handle personal information in accordance with the Privacy Act 2020, and related financial services laws. Where different obligations apply, we follow the more stringent requirement.

This policy applies to clients, prospective clients, and other individuals whose personal information we collect in the course of providing financial advice and related services.

What personal information we collect

When working with you, we may collect personal information including:

- identity and contact details
- information about your personal circumstance
- financial information, assets, liabilities, income, and goals
- health information (where required for insurance advice)
- credit information (where relevant to lending advice)
- instructions and communications you provide to us

We only collect information that is reasonably necessary to provide financial advice and related services, or to meet our legal and regulatory obligations. Where we collect, use, or disclose credit information, additional obligations under the Credit Reporting Privacy Code 2020 apply.

How we collect personal information

We may collect personal information:

- directly from you (for example, during meetings, forms, calls, emails, or online enquiries);
- through our systems and digital tools, including:
 - our customer management and financial planning software, such as Trail and Planolitix
 - information submitted through our website
 - appointment and contact details provided via Microsoft Bookings
- from third parties, where necessary to provide our services or meet legal and regulatory obligations.

Third parties may include:

- insurers, lenders, KiwiSaver and investment providers
- credit reporting agencies
- referrers or other advisers
- service providers who support our business, such as compliance and audit providers, and technology providers that process or generate records (for example, meeting recordings or transcripts)

How we use your personal information

We collect and use personal information for purposes that include:

- assessing your financial situation, needs, and objectives
- providing personalised financial advice and recommendations
- arranging and managing financial products and services on your behalf
- communicating with you about advice, products, or services
- meeting our legal, regulatory, and compliance obligations

We do not use your personal information for purposes unrelated to these activities without your consent or unless required or authorised by law.

Who we share personal information with

Your personal information may be shared with:

- relevant product providers (such as insurers, lenders, KiwiSaver or investment providers)
- credit reporting agencies (where applicable)
- Velocity Financial Ltd as your Financial Advice Provider
- compliance, audit, administration, and technology service providers who support our regulatory obligations
- regulators, statutory authorities, or dispute resolution bodies where required or authorised by law

We only share personal information where there is a legitimate purpose, appropriate safeguards are in place, and disclosure is permitted by law.

Information collected from third parties (IPP3A notification)

If we obtain private or confidential personal information about you from a third party (rather than directly from you), we will notify you as soon as reasonably practicable.

This notification will explain:

- what information was collected
- who the information was collected from

- the purpose for which it was collected
- who the information may be shared with
- your rights under the Privacy Act 2020, and how to contact us

This commitment applies regardless of whether the third party had your authority to share the information with us.

Use of AI tools and meeting recordings

We may use secure technology tools, including AI-assisted tools, to record, transcribe, and summarise meetings (including in-person, phone, or video meetings).

These tools may capture discussions about your financial situation. Meetings are only recorded where you are informed and consent has been obtained. You may withdraw consent at any time, and request meetings proceed with manual note-taking instead.

Purpose

- to improve the accuracy and quality of advice records
- to support regulatory compliance
- to reduce administrative errors

Third-party providers

We use trusted third-party providers (such as Microsoft or Apple) to process recordings or generate notes. These providers are contractually required to protect your information. Where personal information is disclosed or stored overseas, we take reasonable steps to ensure it is protected to a standard comparable to New Zealand privacy law. This includes contractual obligations with overseas service providers or reliance on other safeguards permitted under the Privacy Act 2020.

Retention and security

Recordings, transcripts, or summaries are retained for a minimum of 7 years (or longer where required) and are protected in the same way as other electronic client records.

Accessing and correcting your information

You have the right to:

- request access to the personal information we hold about you
- request correction of any information you believe is inaccurate

We will respond to access or correction requests in accordance with the Privacy Act 2020.

Storage, security, and retention

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, or disclosure.

Most personal information is stored securely in electronic systems, with access limited to staff involved in providing services to you.

We keep personal information only for as long as required for legal, regulatory, or business purposes.

Privacy concerns or complaints

Privacy-related complaints or enquiries may be directed to our Business Manager via hello@velocityfinancial.co.nz or through our complaints process published on our website:

<https://www.velocityfinancial.co.nz/complaints>

You may also contact:

Office of the Privacy Commissioner

PO Box 10 094, The Terrace, Wellington 6143

Phone: 0800 803 909

Email: enquiries@privacy.org.nz

Contact us

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