

VelocityNet – Privacy Policy

Effective Date: 11 December 2025

Last Updated: 11 December 2025

VelocityNet (“we”, “us”, “our”) is committed to protecting your personal information and complying with the **New Zealand Privacy Act 2020** and the **Telecommunications Information Privacy Code**.

This Privacy Policy explains how we collect, use, store, share, and protect personal information when you use our services.

By using VelocityNet services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

1.1 Personal Information

- Name
- Address and location details
- Email address
- Phone numbers
- Date of birth (where required)
- ID verification information (if needed for service eligibility)

1.2 Account & Billing Information

- Payment details (e.g., bank account or card information)
- Billing history
- Credit checks (with your permission)
- Information required for fraud prevention

1.3 Service Usage Information

- Internet traffic volume (not content)
- IP addresses assigned to your service
- Device connection logs (e.g., modem, ONT, wireless hardware)
- Network performance and diagnostic logs
- Data relating to faults, outages, and support requests

We **do not** monitor, capture, or store the **content** of your communications unless legally required to do so.

1.4 Technical Information

- Device type and identifiers

- Connection quality (signal strength, latency, speed, errors)
- Network event logs
- Cookies and website analytics data

1.5 Information You Provide To Us

- Support requests
 - Emails, calls, and messages to our support team
 - Sign-up information provided during ordering or installation
-

2. How We Use Your Information

We use your personal information for the following purposes:

2.1 To Provide Services

- Activating and maintaining your internet/phone service
- Managing network performance
- Customer support and troubleshooting
- Billing and payment processing

2.2 To Improve Network & Services

- Monitoring network health
- Analysing performance and usage trends
- Identifying faults, congestion, and service issues

2.3 To Communicate With You

- Service updates or scheduled maintenance
- Outage notifications
- Billing reminders and invoices
- Responding to customer support queries

2.4 For Legal & Compliance Purposes

- Meeting obligations under the Privacy Act 2020
- Responding to valid law-enforcement requests
- Complying with the Telecommunications Information Privacy Code
- Preventing fraud or misuse of services

We do **not** sell or trade your personal information.

3. Sharing Your Information

We may share your information with third parties only when necessary and lawful:

3.1 Service Providers & Partners

- Fibre companies (Chorus)
- Wireless infrastructure partners
- Payment processors
- Installation and field technicians
- IT system providers (billing, CRM, ticketing)

These parties must meet strict privacy and security standards.

3.2 Law Enforcement & Regulatory Agencies

We may disclose information only when required by:

- Court orders
- Legally valid requests under NZ law
- Emergency services (where life or safety is at risk)

3.3 Debt Collection Agencies

If your account becomes overdue and is referred to collections.

4. Protecting Your Information

We use appropriate security measures to protect personal information against:

- Loss
- Unauthorised access
- Misuse
- Modification
- Disclosure

Security controls include:

- Encryption
- Access control and authentication
- Secure data storage
- Network security monitoring

Staff access is strictly limited to those who need it to perform their duties.

5. Retention of Information

We retain personal information only as long as required for:

- the purpose it was collected for,
- legal and regulatory obligations,
- resolving disputes,
- enforcing agreements.

After this, information is securely deleted or anonymised.

6. Access and Correction

Under the Privacy Act 2020, you have the right to:

- Request access to any personal information we hold about you
- Request correction of any incorrect or outdated information

Requests can be made by contacting:

privacy@velocitynet.co.nz or **support@velocitynet.co.nz**

We will respond within the legally required timeframe.

7. Cookies & Website Analytics

Our website may use cookies to:

- Improve user experience
- Analyse website traffic
- Store preferences

You may disable cookies in your browser, but some website functions may be limited.

8. Marketing Communications

We may send:

- Service announcements
- Plan updates
- Special offers

You may opt out of marketing emails at any time.

Operational messages (billing, outages, service notices) cannot be opted out of.

9. Changes to This Policy

VelocityNet may update this Privacy Policy from time to time.
Updates will be published on our website with the “Last Updated” date.

10. Contact Us

For privacy-related questions, complaints, or access requests:

VelocityNet – Privacy Officer

privacy@velocitynet.co.nz

support@velocitynet.co.nz

www.velocitynet.co.nz

If you are not satisfied with our response, you may contact the **Office of the Privacy Commissioner**.