

# Privacy Statement

Vero Liability Insurance Limited (VLIL) is a member of the Suncorp Group (referred to as “the Group”) a group of companies that offer a range of financial products and services across New Zealand and Australia. A copy of the overarching Suncorp Group Privacy Policy can be found [here](#).

VLIL understands the trust that you place in us when you provide us with information. We are bound by New Zealand’s Privacy Act (“the Act”) when we collect and use your personal information.

## What is personal information?

It is the information about an identifiable living individual.

## What types of Personal information do we collect?

The information we collect about you will depend on which Vero products and services you use. Types of information we may collect includes, but is not limited to, your:

- name and contact details (e.g. phone number, email address, physical address);
- identity details (e.g. date of birth);
- demographic information (e.g. gender);
- financial information (e.g. bank account details)
- interactions with us (e.g. enquiries, feedback and complaints); and
- claim-related information (e.g. details of your property).

## Why do we collect personal information?

We collect personal information so that we can:

- identify and keep in contact with you;
- assess any application for insurance cover, including terms on which cover may be offered;
- set up and manage your products and services;
- administer and resolve claims that you make;
- service, maintain and administer accounts (for example, the updating of customer contact information)
- understand your needs and improve our products and services through research, product development and training;
- provide you with information about products which we and other New Zealand members of the Group may offer from time to time.

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## How do we collect personal information?

Wherever possible, we collect information directly from you. Collection of information from you will occur when you contact us to request that we provide a product or service. We may continue to collect your personal information during the course of our relationship. Your communications with us may be monitored and recorded. This is so we can improve our service, to ensure compliance with our policies and procedures, and to provide evidence of a particular transaction if necessary.

There may be occasions when we collect your personal information from a third party. We do this when it is authorised by the Act, for example when it is impossible or impracticable to collect information from you, or when you consent to us collecting information from someone else.

## What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services available to you. We may not be able to accept or process a claim, or make claim payments. We may not be able to correctly identify you to enable us to fulfil your requests.

## Collection, Use and Disclosure

At all times, we will respect and protect the privacy of your personal information. We use and disclose your personal information for the purposes it was collected for, and other directly related purposes. We may collect your information from or disclose it to:

- other companies within the Group including any joint ventures;
- information technology providers, such as hardware/software vendors and programmers;
- customer or market research organisations;
- intermediaries such as your agent, adviser, broker, a representative acting on your behalf, other New Zealand Financial Services Providers, or our own authorised representatives and agents;
- policy holders, where you are an insured person, but not the policy holder;
- government, law enforcement or statutory bodies;
- other insurers, financial institutions, insurance and claims reference agencies, credit agencies, loss assessors, financiers, and investigative service providers;
- The Insurance Claims Register Limited
- in the case of a relationship with a corporate partner such as a bank or credit union, the corporate partner and any new incoming insurer;
- legal, accounting, finance and other professional advisers;
- administration or business management services;
- printers, mail services and delivery providers, including for the purposes of contacting you if you forget to update your details with us;
- imaging and document management services;
- data modelling and research services;
- other service providers;
- external dispute resolution schemes; and
- as otherwise required by law.

VLIL may also provide aggregate statistics about our customers, sales and website information to reputable third parties. These statistics will not include any information about identifiable individuals.

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## Overseas Disclosure

From time to time, your personal information may be sent overseas, either to other members of the Group, or VLIL's partners, agents, contractors or other service providers, or if we need to complete an electronic transaction or any other transaction on your behalf. Where information is sent overseas, it is done so in accordance with the Act. Other countries may not have similar privacy or data protection laws, and may in certain circumstances compel the disclosure of personal information to a third party such as an overseas authority for the purpose of complying with foreign law or regulatory requirements.

VLIL may also provide aggregate statistics about our customers, sales and website information to reputable third parties. These statistics will not include any personally identifiable information.

## How do we protect your personal information?

Your personal information is stored securely by us on site, within New Zealand and/or in offshore facilities within the Group, or with any supplier with whom we have a contractual arrangement. We also use third party storage providers which may include cloud-based storage (in New Zealand or elsewhere) to store information on our behalf. We have taken all reasonable steps to protect your personal information from any loss, unauthorised access or other misuse.

We may correspond with you via email and text message and chat if you have provided us with your email address, mobile number or initiated a chat session with us.

Email transmissions to and from VLIL are not necessarily secure. If you have any concern about the security of the contents of your e-mail, then you should consider providing us with another means of contact.

## Accuracy of your personal information

We will take reasonable steps to ensure that the personal information which we collect, use or disclose is accurate and up to date.

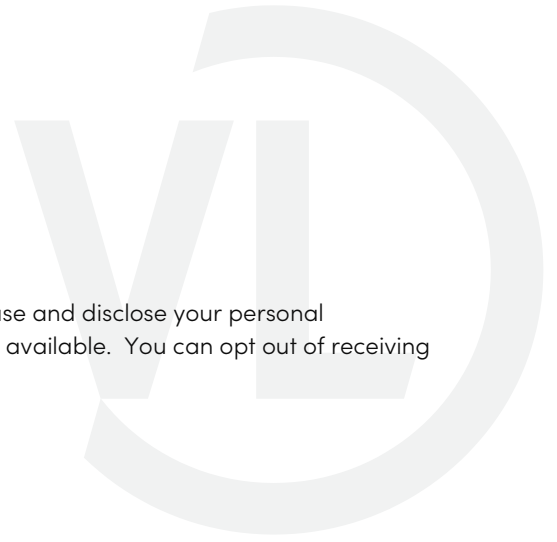
## How can you access and correct your personal information?

To request access to or a correction of your personal information you can:

<b>Write to us:</b>	Privacy Officer Vero Liability Insurance Limited Private Bag 92055 Auckland 1142	<b>Call us:</b>	09 306 0350
		<b>Email us:</b>	info@veroliability.co.nz

Sometimes we might not be able to provide some of your personal information. If this happens we'll tell you why. If it looks like it might take longer to retrieve your personal information than we first expected, we'll tell you when it should be available. A fee may be charged.

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## Using your personal information to market to you

We and the other New Zealand companies within the Group would like to use and disclose your personal information to keep you up to date with the range of products and services available. You can opt out of receiving any marketing information from any Group company.

## If you have a complaint

If you have a complaint about the privacy of your personal information, please contact us:

**Mail:** Privacy Officer  
Vero Liability Insurance Limited  
Private Bag 92055  
Auckland 1142

**Phone:** 0800 808 102  
**Email:** [info@veroliability.co.nz](mailto:info@veroliability.co.nz)  
**Website:** [www.veroliability.co.nz](http://www.veroliability.co.nz)

We do our best to resolve complaints promptly and fairly, however if you are not satisfied, you may contact the Privacy Commissioner, using one of the following methods:

**Mail:** Privacy Commissioner  
PO Box 10094  
The Terrace  
Wellington 6143

**Phone:** 0800 803 909  
**Email:** [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)  
**Website:** [www.privacy.org.nz](http://www.privacy.org.nz)

## Policy Changes

We encourage you to review this policy on a regular basis as it may be updated in the future. Please contact us if you have any questions.

This policy was last updated May 2025.