

Vetta Trading Ltd Privacy Policy

Privacy Policy
Vetta Trading Limited (NZBN 9429045944697)
Effective Date: 1st April 2025

Vetta Trading Limited ("Vetta", "we", "us", "our") is committed to protecting the privacy of our customers, end users and website visitors. This Privacy Policy explains how we collect, use, store and disclose personal information in accordance with the New Zealand Privacy Act 2020.

This Privacy Policy applies to all Vetta services, including telecommunications, internet, voice, cloud hosting, managed IT services, payment services, and any related products or solutions.

1. What Personal Information We Collect

1.1 Customer and Account Information

- (a) name and contact details
- (b) billing details and payment history
- (c) company details for business customers
- (d) identity verification details (if required)

1.2 Service Usage Information

- (a) IP addresses, device identifiers and connection information
- (b) network traffic metadata (not content unless legally required)
- (c) call records, VoIP logs, usage patterns and diagnostic data
- (d) system activity, login events and audit logs

1.3 Communications and Interactions

- (a) emails, support requests and correspondence
- (b) call recordings for support, training or compliance
- (c) chat logs or portal interactions
- (d) CCTV footage from Vetta offices or facilities

1.4 Technical and Security Information

- (a) firewall logs, IDS/IPS alerts and threat detection data
- (b) authentication logs and access attempts
- (c) service performance and monitoring data
- (d) malware or suspicious activity indicators

1.5 Online Activity

- (a) website analytics and browsing behaviour
- (b) cookies and tracking technologies
- (c) aggregated usage metrics

2. How We Collect Personal Information

We may collect personal information from:

- (a) the Customer directly (forms, emails, phone calls, tickets)
- (b) website forms and online portals
- (c) automated network and system logs
- (d) call recording systems
- (e) CCTV systems
- (f) payment or billing systems
- (g) third party providers (e.g., local fibre companies, Azure, AWS, payment processors)

3. How We Use Personal Information

We use personal information to:

- (a) supply, operate and support our Services
- (b) verify identity and prevent fraud
- (c) manage billing, payments and account administration
- (d) provide customer support and technical assistance
- (e) monitor network performance and security
- (f) detect, prevent and respond to cyber threats
- (g) comply with legal obligations
- (h) improve our services, systems and customer experience
- (i) provide service notifications, updates and maintenance alerts
- (j) train staff and improve service quality

We may use anonymised or aggregated information for analytics, research and service improvement. This data does not identify individuals.

4. Disclosure of Personal Information

We may disclose personal information to:

- (a) upstream network providers, telecommunications partners and local fibre companies
- (b) cloud hosting providers (e.g., Microsoft Azure, Microsoft 365, AWS)
- (c) payment processors and financial institutions
- (d) third party service providers assisting with operations, support or security
- (e) law enforcement agencies where required
- (f) emergency services where necessary to protect safety
- (g) contractors or subcontractors assisting Vetta
- (h) our professional advisers (legal, accounting, etc.)

We do not sell personal information.

5. Offshore Storage and Processing

Some personal information may be stored or processed using trusted third-party providers outside New Zealand, including:

- Microsoft Azure and Microsoft 365
- Amazon Web Services (AWS)
- Cloudflare
- Other reputable service or infrastructure providers

We take reasonable steps to ensure offshore providers meet comparable privacy standards to the NZ Privacy Act.

6. CCTV and Call Recording

6.1 CCTV may operate at Vetta premises for security, operational and safety purposes.

6.2 Phone calls to and from Vetta may be recorded for training, troubleshooting and compliance. If required by law, we will notify callers that recording is in progress.

7. Cookies and Website Analytics

We may use cookies, browser storage and analytics tools to:

- (a) understand website usage
- (b) improve functionality and performance
- (c) personalise user experience
- (d) analyse aggregated visitor behaviour

Users can disable cookies in their browser settings, but some functionality may be limited.

8. Data Security

We take reasonable steps to protect personal information from:

- (a) loss
- (b) unauthorised access
- (c) misuse
- (d) modification or disclosure

This includes:

- access controls and authentication requirements
- encryption where appropriate
- network monitoring and intrusion detection
- regular system patching and updates
- secure disposal of data

Customers are responsible for maintaining security of their own systems and credentials.

9. Access, Correction and Requests

Individuals may request:

- (a) a copy of the personal information we hold about them
- (b) correction of any inaccurate information

Requests can be made by contacting our Privacy Officer at:

privacy@vetta.nz

We may require proof of identity before releasing information.

10. Data Retention

We retain personal information only for as long as required for:

- (a) the purposes for which it was collected
- (b) legal and regulatory compliance
- (c) dispute resolution and enforcement
- (d) operational and security requirements

We securely destroy or anonymise information when no longer required.

11. Breach Notification

If a privacy breach occurs that poses a risk of serious harm, Vetta will:

- (a) assess the breach
- (b) notify affected individuals where required
- (c) notify the Office of the Privacy Commissioner
- (d) take reasonable steps to mitigate impact

12. Changes to this Privacy Policy

We may update this Privacy Policy by providing written notice or publishing an updated version on our website. Continued use of the Services constitutes acceptance of the amended policy.

13. Contacting Us

For privacy enquiries or requests:

Privacy Officer
Vetta Trading Limited
PO Box 923
Timaru 7940
New Zealand
Email: privacy@vetta.nz