

Privacy Policy- VoIP HQ Limited

Privacy Policy

At VoIP HQ Limited, your privacy matters to us. This policy outlines how we collect, use, store, protect and share your personal information, and your rights under the New Zealand Privacy Act 2020.

1. Purpose of Collection of Personal Information

We only collect personal information where it is necessary for a lawful purpose connected with our business functions, including:

- (a) Provision and management of VoIP and internet services;
- (b) Managing customer relationships;
- (c) Billing and account management;
- (d) Technical support and fault resolution; and
- (e) Compliance with legal and regulatory obligations

2. Source of Personal Information

Where practicable, we collect personal information directly from the individual. We may also collect personal information:

- (a) From an individual's employer or authorised organisational representative;
- (b) From authorised third-party platforms used to deliver contracted services; or
- (c) From publicly available sources during legitimate business development activities.

3. Collection of Information from Individuals

Where practicable, we take reasonable steps to ensure individuals are aware of:

- (a) The fact that their personal information is being collected;
- (b) The purpose for which it is being collected;
- (c) The intended recipients;
- (d) How to access and correct their information; and
- (e) Whether provision of the information is required or voluntary.

In some operational contexts (such as employer-provided monitoring details), direct notification may not be reasonably practicable. Where we collect personal information about you from a third party rather than directly from you, we will take reasonable steps to notify you of that collection as required by law.

4. Storage and Security of Personal Information

We take reasonable steps to protect personal information against loss, unauthorised access, modification or disclosure.

Security measures include:

- (a) Controlled system access;
- (b) Audit logging;

- (c) Use of reputable third-party platforms with security safeguards; and
- (d) Limiting access to authorised personnel only.

5. Access to Personal Information

Individuals are entitled to request access to personal information we hold about them.

Access requests may be made by emailing in the address support@voiphq.co.nz.

Requests will be handled in accordance with the Privacy Act 2020, including statutory response timeframes and permitted grounds for refusal.

6. Correction of Personal Information

Individuals may request correction of personal information we hold about them if it is inaccurate, incomplete, or outdated.

7. Accuracy of Personal Information

We take reasonable steps to ensure that personal information is accurate, is up to date, is relevant and not misleading.

Information is updated when notifications are received from individuals or authorised representatives.

8. Retention of Personal Information

We do not keep personal information longer than is reasonably required for:

- (a) The purpose for which it was collected, or
- (b) Legal, regulatory, or contractual obligations.

When information is no longer required, it is securely destroyed or de-identified.

9. Limits on Use of Personal Information

Personal information is used only for the purpose for which it was collected, or for a directly related purpose that an individual would reasonably expect.

We do not use personal information in a manner that is inconsistent with its original collection purpose.

10. Limits on Disclosure of Personal Information

We disclose personal information only where:

- (a) Disclosure is necessary to provide contracted services;
- (b) Disclosure is authorised by the individual or their organisation; or
- (c) Disclosure is required or permitted by law.

11. Unique Identifiers

We do not assign unique identifiers to individuals unless:

- (a) Required by law; or
- (b) Necessary for operational purposes and appropriately safeguarded

We do not use unique identifiers in a way that would unlawfully identify or disadvantage individuals.

12. AI-Based Voicemail Transcription

Where voicemail transcription is enabled:

- (a) Voicemail audio is processed using artificial intelligence systems to generate text transcriptions;
- (b) Processing may be performed by trusted third-party technology providers acting on our instructions;
and
- (c) Audio and transcripts are used solely to deliver the service functionality and for support purposes.

13. Privacy Officer

We have appointed a Privacy Officer as required under the Privacy Act 2020.

Privacy Officer Name – Paul Wainhouse

Email: paul@voiphq.co.nz

14. Complaints

If you believe we have breached the Privacy Act 2020, please contact our Privacy Officer first.

You may also complain to:

Office of the Privacy Commissioner (New Zealand)

<https://www.privacy.org.nz>

15. Policy Updates

This policy may be updated from time to time. The latest version will be made available upon request or via our website where applicable.

Last updated: May 2026