

Updated: 17 March 2026

This is the Privacy Policy of SBS Money Limited (**SBS Money**), of 51 Don Street, Invercargill, 9810.

SBS Money is owned by Finance Now Limited, which is a 100% subsidiary of Southland Building Society (trading as SBS Bank) (**SBS**). Southsure Assurance Limited (trading as SBS Insurance) and SBS Wealth Limited are also subsidiaries of SBS. Together, SBS and its subsidiaries, are the Group.

This Privacy Policy describes the type of information that we will collect about you, how we will handle your information, who we can share your information with and your rights to the Personal Information we hold.

We know how important it is to keep your information safe and secure. We will take all reasonable steps to securely store any Personal Information we collect. However, you should be aware that information transmitted over the internet is not always secure.

When you contact us (by phone, email or in person), access our website, use other electronic services we provide, our ID verification application or electronic document collection, or request and/or use our products and services, the collection, use, disclosure, storage and processing of your Personal Information and data will be in accordance with this Policy.

What Personal Information will we collect?

Information we collect directly

We may collect, store, use, disclose and retain the following types of personal information, which we collect directly from you:

- where you apply for a credit card directly from us, your name, address, date of birth and contact information and other personal information about you on your application form;
- where you apply for a credit card directly from us, information about your personal finances and credit requirements, including your income situation and your residency status;
- where you apply for a credit card directly from us, information about your bank accounts and account activity and pay slips;
- all direct interactions and correspondence with us (including telephone conversations and file notes that we may make about our communications);
- information about your property or goods (where relevant), such as vehicle plate numbers, or your property details and valuation;
- a copy of any other document you provide to us (for example, your New Zealand Driver Licence, New Zealand or overseas Passport) and any personal (including biometric) information contained in those documents or which you submit to us electronically. For more information about how we handle your biometric information, please see our separate biometric processing privacy notice here further below;
- details of your computer or network when you visit our website or use our digital services, including activity within any electronic service used or provided by any member of the Group, including e-mail, social media, electronic document collection and any mobile or other electronic application (an **Electronic Service**) and details of any mobile device you use to access an Electronic Service (including, for example, your IP address, security information, geo-location etc); and
- information about your interactions with us, including through any Electronic Service.

Information we collect indirectly

Sometimes we need to collect personal information about you from a third party. We only do this where we are permitted to do so by applicable law. The kinds of information we may collect, where we get it from and why we need it are summarised below.

We may collect, store, use, disclose and retain the following types of information about you, which we collect from third parties:

Who provides us with the information	Information collected	Why we need this information
SBS Bank.	Identity documents (such as copies of your driver's licence or passport) and results from your biometric ID verification (if you are a customer of SBS Bank).	To complete our lending assessment and verify your identity.
Department of Internal Affairs (DIA).	Immigration status.	To verify your visa or residency status against official records.
Ministry of Business, Innovation and Employment (MBIE).	Information on the Personal Property Securities Register (PPSR).	To check and/or register our security interest on the PPSR, where required.
Property data aggregators and analysts.	Information about your property, such as ownership history, valuation, and other interests on the property.	To help us verify property ownership, and to find out more information about the property.
Credit reporting bureaus, such as: <ul style="list-style-type: none"> • Centrix • Equifax New Zealand • Experian New Zealand 	Your credit information, such as your credit history and credit score.	To assess your credit-worthiness.
Identity verification providers.	An identity verification report, which may include your photo and copies of your ID (like your driver's licence or passport).	To verify your identity and comply with the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (AML Act). For more information about how we handle your biometric information, please see our separate biometric processing privacy notice further below.

Who provides us with the information	Information collected	Why we need this information
Credit management agencies, debt collectors and repossession agents.	Debt collection reports and information about outcomes of any repossession sale.	To assist us with our collection processes in the event the loan account or credit card goes into arrears, to repossess goods and to sell repossessed goods (only where relevant to you).

We may also collect your personal information from common internet technologies (like cookies). For more information on cookies, please see our website terms here: sbsbank.co.nz

From time-to-time, we may ask you to provide information about another person, like a referee or your next of kin. If you provide us with Personal Information about any other person, you must, before you disclose information about them to us, check that you have that person's consent to do so and have made them aware of this Privacy Policy.

For what purpose do we collect, retain, use and disclose your Personal Information?

We collect, retain, use and disclose your Personal Information for the purposes explained above and also to:

- assess and provide a response to any quotation you request or other enquiry you make;
- assess/process any application you submit to a member of the Group including assessing your current and on-going credit worthiness;
- open and manage/administer an account or issue any product to you following a successful application;
- facilitate your entry into any relevant insurance;
- maintain the integrity and effectiveness of the Group's credit records and those of credit reporting agencies, including information about your credit history and allow credit reporting agencies to provide that information to their customers as part of their credit reporting services, and as part facilitating responsible lending practices;
- enforce any defaults under your account(s), including repossessing and selling assets (where applicable) and engaging third parties to help us with the collection processes;
- prevent and detect fraud including by monitoring your accounts;
- verify (or re-verify) your identity and address ("**ID Verification**") as required, including electronically;
- operate, improve and optimise our website(s) or any Electronic Service for our customers, including sending you service, support and administrative messages, reminders, updates and security alerts and managing compatibility issues or required upgrades (as applicable);
- communicate with you about your application, account or any lending or product which is issued by the Group, and any promotion, products or services being offered by the Group, and address any disputes that arise between us;

- assist a retailer connected with any product which you have entered into and which is offered by any member of the Group, but only to the extent necessary to manage your application, account or product;
- provide other related products or services (including **Electronic Services**) to you;
- conduct market research and statistical analysis;
- enable an assignment or transfer of the loan or facilitate any sale or other disposition of all or part of our loan book or other business; and
- ensure we can comply with our legal obligations including under New Zealand credit and privacy legislation and regulation, under industry codes of conduct and under our contracts.

Who will we share your Personal Information with?

From time-to-time, we may share some of your Personal Information with the following third parties for the following purposes:

Who we disclose information to	Why we disclose information
Additional Cardholders on the account.	To provide you and your Additional Cardholders with our services.
Credit reporting agencies (including Centrix, Equifax New Zealand, and Experian New Zealand).	To facilitate responsible lending practices to enable those third parties to create and maintain credit reports and records about you, and as part of our credit reporting obligations. For further information, please see the Credit Reporting Bureau websites: centrix.co.nz equifax.co.nz experian.co.nz
Your past and current credit providers, including your bank.	To assist us when investigating a serious case of potential fraud or other suspicious activity in accordance with our obligations under the AML Act.
Government agencies or law enforcement agencies.	Where required or permitted by law.
Other members of the Group.	To enable you to obtain services from other members of the Group.
Our third party service providers.	To help us with marketing, data processing, fraud detection and statistical analysis.
Debt collection agencies and repossession agents.	To assist us with our collection processes in the event the loan account goes into arrears, to repossess goods and to sell repossessed goods.

Who we disclose information to	Why we disclose information
The Insurance and Financial Services Ombudsman, the Privacy Commissioner, or other dispute resolution scheme.	To assist in resolving a dispute between you and us.
Our professional service providers.	To enable the provision of services to us, on the basis that those service providers do not process your personal information for their own purposes.
Any assignee (or potential assignee) of the rights of any member of the Group in relation to your account or product.	In connection with the assignment of your loan or the sale of our business.
Your next of kin.	So we can get in touch if we have difficulty contacting you.

How long do we keep your personal information for?

We keep your personal information for as long as necessary to achieve the purpose for which it was collected or as required by law. If we no longer need your personal information, we'll destroy the information or remove any identifying information so it can no longer be linked to you.

What are your rights?

It is your decision whether you wish to provide your Personal Information to us. However, if you do not provide certain personal information to us, this may mean we cannot process your application. We will give you more information about the consequences of not providing certain information to us at the time, however, please note that we are required by law to collect information about you pursuant to the AML Act, and the Credit Contracts and Consumer Finance Act 2003. We may also need to collect certain information to register our security interest (if applicable) as required by the Personal Property Securities Act 1999.

You can unsubscribe from any marketing communications from us by following the instructions on any communications sent to you.

You are entitled (on request) to receive confirmation of whether the Group is holding any of your Personal Information. Where any of your Personal Information can be readily retrieved, you may request access to it, and you have the right to request correction and the right to be notified of action taken in response to any such request, subject to payment of any reasonable charges (if permitted under the Privacy Act 2020). If you wish to access your Personal Information or if any of the Personal Information we have is incorrect, or you think we have breached our obligations under the Privacy Act, please call our Contact Centre on 0800 727 2265.

If you are unhappy with our response to any privacy concern or complaint raised, you may wish to contact either the Privacy Commissioner at [privacy.org.nz](https://www.privacy.org.nz) or the Insurance and Financial Services Ombudsman Scheme at [ifso.nz](https://www.ifso.nz)

Changes to this Privacy Policy

We may vary this Privacy Policy from time-to-time. We will attempt to notify you of any variation either by post or email to your last known address, telephone call, or notice on our website.

ID Capture for Verification – Biometric Processing Privacy Notice



We, Finance Now Limited and/or SBS Money Limited (as relevant to the services you have requested from us), both of 51 Don Street, Invercargill, 9810 will be capturing your ID document and an image of your face via your device camera. This data will be collected by us and used by us, with assistance from our third party service providers and other government information sources, to verify your identity. We will also need your permission to access your camera and location for this purpose.

We know how important it is to keep your information safe and secure. Information here describes the types of biometric information that we will collect about you through this ID capture process, how we will handle your biometric information, and who we can share your information with.

When you use this process, you will be asked to confirm that you are authorised to provide us with the personal details and any supporting documents you provide to us through this process.

What Personal Information will we collect?

By using this ID capture process, we may collect, use, retain and disclose this following types of biometric information:

- A copy of any identity document you upload (for example, your New Zealand Driver's Licence, New Zealand Passport or overseas Passport); and
- An image of your face via your device camera (together, this information is your "Biometric Information"). Our third party service providers use this Biometric Information to create a biometric template of your face, so that they can verify that the image of your face matches your identity document.

Through this ID Capture process, we may also collect other types of personal information, such as:

- Your address;
- Any personal information contained in the documents you upload or which you enter into the screens as part of the process;
- Details of your activity within this process; and
- Information relating to your mobile device (including your application version, mobile device type, operating system, IP address and security information related to your mobile device, geo-location information, and computer and connection information).

For information about how we handle other personal information that we hold about you that is not biometric information, please see our Privacy Policy above.

Why we collect, retain and disclose your personal information

We collect, use retain and disclose your biometric information in order to:

- electronically verify (or re-verify) your identity and address ("ID Verification") at the time you use our ID capture process so we can verify that we are providing our services to you; and
- comply with our legal obligations under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 to verify your identity.

ID Capture for Verification – Biometric Processing Privacy Notice



Who will we share your biometric information with?

To complete your ID Verification, our process uses electronic verification platforms provided by:

- Credisense Limited and DecisionOK Pty Limited ("Credisense"); and/or
- Where Limited, trading as Origin ID ("Origin ID"),

to match your personal details against official records held with the New Zealand Government and/or within identification databases maintained by select independent third party agencies such as the New Zealand Transport Agency, the New Zealand Department of Internal Affairs and/or various credit reporting agencies ("Third Party Agencies").

As part of this process, we may share your biometric information with Origin ID or Credisense, relevant Third-Party Agencies, and the service providers that assist us to operate this ID capture process.

Your personal information will only be disclosed to the above Third-Party Agencies to the extent necessary to carry out your ID Verification.

We may also disclose copies of your ID documents to our parent company, SBS Bank, to assist them with duplicate SBS Bank member account numbers.

How long do we keep your biometric information for?

We will keep a copy of the report that we receive from Credisense or Origin ID for up to 7 years after you cease to have a relationship with us. Shorter retention periods may apply for applicants who are not onboarded as a customer.

What are your rights?

It is your decision whether you wish to provide your biometric information to us via this process. If you do not consent to us collecting and disclosing your biometric information using this process, you will need to contact us to use an alternative method to complete your ID Verification, either by having your ID verified in-person, or providing us with verified copies of your ID. If you would prefer to use one of these alternative methods, you can contact us by calling our Contact Centre on 0800 727 2265.

We are also happy to provide you with access to (including the ability to correct), any personal (including biometric) information that we hold about you. If you wish to access your personal information or if any of the personal information we have is incorrect, or you think we have breached our obligations under the Privacy Act or the Biometric Processing Privacy Code, you can either call our Contact Centre on 0800 727 2265, or complete the complaints form on our website at: sbsbank.co.nz/contact/make-a-complaint

You also have the right to complain to the Privacy Commissioner at privacy.org.nz if you are unhappy with how we are processing your biometric information, or about any action that the Biometric Processing Privacy Code applies to.