

Privacy Policy

Effective date: 18 June 2026

Zentix Finance Pty Ltd
ABN 82 697 725 769
Australian Credit Licence 390261
enquiries@zentixfinance.com
2205/233 Castlereagh Street, Sydney NSW 2000

1. Overview

This Privacy Policy explains how Zentix Finance Pty Ltd collects, uses, stores and discloses personal information when you contact us, use our website, submit an enquiry, book a consultation or engage with our finance broking services.

We are committed to handling personal information in a careful, transparent and professional manner.

2. Personal information we may collect

The types of personal information we may collect depend on how you interact with us. This may include your name, email address, telephone number, address, employment information, income and expense information, loan enquiry details, property details, identification information and any other information you choose to provide.

Where required for credit assistance or finance applications, we may also collect information relevant to your credit needs, objectives, financial position and lender eligibility.

3. How we collect information

We may collect personal information directly from you through our website forms, Calendly booking link, email correspondence, meetings, phone calls, document uploads or other communications.

We may also receive information from referral partners, lenders, aggregators, credit providers, service providers or professional advisers where this is relevant to assisting with your enquiry or application.

4. Why we collect and use information

We collect and use personal information to respond to enquiries, arrange consultations, understand your finance needs and objectives, compare suitable lending options, assist with loan applications, manage client relationships, maintain records and meet legal, regulatory and compliance obligations.

We may also use your information to improve our website, systems and client service experience.

5. Disclosure of information

We may disclose personal information to lenders, banks, aggregators, mortgage managers, credit providers, insurers, valuers, solicitors, conveyancers, accountants, referral partners, technology providers, document management providers and other parties where reasonably necessary to assist with your enquiry or application.

We may also disclose information where required or authorised by law, regulation, court order or a government or regulatory authority.

6. Website, cookies and third-party platforms

Our website may use cookies, analytics tools or similar technologies to understand website performance and improve user experience. You can control cookies through your browser settings.

If you use a third-party platform such as Calendly to book a consultation, your interaction with that platform may also be governed by the platform provider's own privacy terms.

7. Marketing communications

We may contact you about services, updates or information that may be relevant to your enquiry or relationship with us. You may opt out of marketing communications at any time by contacting us or using the unsubscribe process where available.

8. Security of personal information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. No method of electronic transmission or storage is completely secure, but we aim to use appropriate administrative, technical and organisational safeguards.

9. Access and correction

You may request access to personal information we hold about you and ask us to correct information that is inaccurate, incomplete or out of date. We may need to verify your identity before responding to your request.

10. Complaints

If you have a concern about how your personal information has been handled, please contact us first so we can review and respond to your concern. We will aim to respond within a reasonable time.

11. Contact us

For privacy enquiries, access requests or complaints, please contact Zentix Finance at enquiries@zentixfinance.com.

Address: 2205/233 Castlereagh Street, Sydney NSW 2000.