

19 October 2020

Submitted by email to consumerdataright@mbie.govt.nz

Consumer Data Right Team
Commerce, Consumers and Communications
Ministry of Business, Innovation and Employment

Endorsement of Consumer NZ submission on *Options for establishing a consumer data right in New Zealand*

FinCap welcomes the opportunity to comment on the Options for establishing a consumer data right in New Zealand Discussion Document ("Discussion Paper"). Predatory practices and unfair practices from businesses can create unnecessary and avoidable issues that cause hardship for people, whānau and communities. The implementation of a Consumer Data Right must be accompanied by robust mechanisms to ensure consumer protections so that businesses are always acting in the best interests of vulnerable consumers when accessing data. There should also be free and effective access to justice and redress for the people who Financial Mentors assist, and for the wider public where the use of data causes consumer harm.

We strongly support the submission made by Consumer NZ in response to the Discussion Paper, particularly their recommendations related to Question 19 in the Discussion Paper - *How could a consumer data right be designed to protect the interests of vulnerable consumers?* There are many opportunities for efficiencies through the appropriate use of data but strong protections must be in place to realise these opportunities for all consumers.

About us

FinCap (the National Building Financial Capability Charitable Trust) is a registered charity and the umbrella organisation supporting the work of Aotearoa New Zealand's 200 local free financial capability and budgeting agencies, which annually support over 70,000 people in financial hardship. Our input to that involves training Financial Mentors, hosting and analysing data from client interaction, supporting networking, and communicating and advocating around issues affecting those agencies.

To further discuss or clarify any aspect of this letter of support please contact Jake Lilley, Consumer Issues Adviser on 02102363233 or at jake@fincap.org.nz.



Tim Barnett
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