

WEBSITE PRIVACY POLICY

1. Introduction

This policy outlines our commitment to protecting the privacy of our patients/clients or potential consumers, who visit our website or social media platform and register their personal information with us. Personal information refers to information which is collected about and relating to an identifiable natural person.

We want you to know that Nga Kakano Foundation (NKF) is committed to protecting your privacy and handling your personal information in an open and transparent way.

2. Who does this Website Privacy Policy Apply to?

This policy applies to NKF its staff, any entities or social media platforms it owns or controls, individual patients/clients, consumers and any third-party seeking information about our patients/clients or consumers.

3. What Does this Policy Cover?

This Policy explains how NKF collects, handles, stores and protects your personal information when:

- We provide professional services to you the individual client / patient or consumer.
- We receive referrals in relation to professional services we provide to you the individual client / patient or consumer.
- We send referrals to other entities to provide professional services to you the individual patient/client or consumer with your consent
- You use “this Website” or provide other information as a potential patient/client; or
- We perform any other activities that form part of the operation of our business.

When we refer to “this Website” we are talking about websites and social media platforms associated with NKF e.g., NKF Facebook. This includes;

- Pages accessed using the Pages accessed using the <https://ngakakano.org.nz> URL; and
- Pages that link directly to this Procedure, such as NKF digital websites operated by NKF

4. What Laws Apply to Us?

a. Privacy Act 2020

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share your information.

It ensures that:

- you know when your information is being collected
- your information is used and shared appropriately
- your information is kept safe and secure
- you can get access to your information

b. Health Information Privacy Code 2020

This code sets specific rules for agencies in the health sector. It covers health information collected, used, held and disclosed by health agencies and takes the place of the information privacy principles for the health sector.

The Health Information Privacy Code applies to the health information about identifiable individuals and applies to:

- all agencies providing personal or public health or disability services such as primary health organisations, rest homes, supported accommodation, doctors, nurses, dentists, pharmacists and optometrists; and
- some agencies that do not provide health services to individuals, but which are part of the health sector such as ACC, the Ministry of Health, the Health Research Council, health insurers and professional disciplinary bodies.

5. What Personal Information do we Collect?

We may be provided with personal information directly by our patients/clients or potential consumers to enable us to deliver professional services or to perform due diligence checks before we agree to provide services. This information may relate to patient/client or potential consumer employees, or it may relate to third parties e.g., spouses and dependants of a patient/client or potential consumer.

As part of providing professional services to our patients/clients or potential consumers, we may also collect personal information from other sources i.e., directly from individuals themselves or information that is publicly available.

The types of personal information we may collect or be provided with includes but is not limited to:

- Contact details
- Date of birth
- Gender
- Ethnicity
- Employment records
- Financial records
- Complaint details
- Government identifiers such as driving license, passport and visa/work permit status

Where we are provided with personal information by a patient/client or consumer, we take reasonable steps to ensure that the patient/client or consumer has complied with the relevant obligations under the Privacy Act (and any other applicable data protection laws) in relation to that information.

We also collect personal information (such as contact details and account details) from suppliers, contractors and third-party service providers that we engage to help us operate our business.

Information we collect when we perform any other activities that form part of the operation of our business

We may collect personal information when performing other activities that form part of the operation of our business, but which do not directly form part of providing professional services to our clients. For example, we might collect personal information from members of the public as part of undertaking surveys, research on current issues or as part of projects or initiatives we are conducting with other organisations.

The types of information that we collect may vary depending on the nature of the activity. However, we will take reasonable steps to provide clear information about the nature of those activities and the purpose for which we are collecting your information.

Information we collect via this Website (Log information, cookies, and web beacons)

We may collect personal contact details from you when you use this Website. For example, if you sign up to receive promotional materials, or information

To improve your experience when you use this Website and ensure that it is functioning effectively, e.g., to count visitors who have accessed a particular page, tracking technologies and how you can control these can be found on our [website](#).

Protecting children's privacy

We understand the importance of protecting children's privacy. This Website is not designed for, or intentionally targeted at, children 16 years of age or younger. It is not our policy to intentionally collect or store information about anyone under the age of 16. Where we do collect information from young people, we will ensure that NKF complies with the required New Zealand laws and regulations relating to children and young persons.

6. How we Collect information

NKF collects personal information via online forms on our website, electronic messaging, telephone calls to our staff, or through direct referrals with the informed consent of the individual consumer.

NKF also receives information from third parties who obtain personal information of potential consumers with the individual's consent in order to refer to NKF for professional services. We may also collect personal information when you complete surveys, contests or promotions, request support or otherwise communicate with our staff.

Call records are also stored for a limited amount of time securely and is not available for any third parties. Information collected from our staff include phone numbers of individuals, time and duration of the call.

7. How NKF Uses Personal Information Collected

We may use your personal information collected via this Website:

- To provide you with promotional materials, or communications about services provided by us or other health entities that we feel may be of interest to you;
- For payment of professional services delivered e.g. After Hours TeleGP services
- To manage and improve this Website;
- To tailor the content of this Website to provide you with a more personalised experience and draw your attention to information about our services that we feel may be of interest to you;
- To seek feedback on our services; and
- As part of performing other activities that form part of our business, NKF will take reasonable steps to provide clear information about the nature of those activities and how we will use any personal information collected.

If you do not want to receive promotional materials from us, click on the unsubscribe function in the communication.

We rely on your consent to process the personal information; you have the right to withdraw or decline your consent at any time.

8. When will NKF Disclose Personal Information

- We may disclose personal information to third parties that we engage to assist us in providing professional services to you; or
- To ensure the smooth operation of our services (e.g., our subcontractors, advisors and suppliers)
- To comply with legal or regulatory obligations e.g., Anti-Money Laundering Act 2009, Children's Act 2014, Health Privacy Information Code 2020
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- If you enter into a payment plan agreement with NKF, you consent to us sharing your personal information with a debt collection agency if you default on payments.

9. How does NKF protect your Information?

We hold personal information in hard copy and electronic formats. We use a range of physical, operational and technological security measures to protect this information. These measures include:

- Staff education and training to ensure our staff are aware of their privacy obligations when handling your personal information;
- Administrative and technical controls to restrict access to personal information only to those personnel who have authorization to access;
- Technological security measures, including fire walls, encryption and anti-virus software;
- Physical security measures, such as staff security passes to access Deloitte New Zealand premises, laptop cable locks and the use of privacy screens where appropriate.

10. How can you access your personal information, or seek to have it corrected?

You may access your personal information or seek to have that information corrected if you believe that it is incorrect, at any time.

If you wish to make any changes to your personal information, you may contact us by emailing NKF Privacy Officer at info@ngakakano.org.nz. It is your responsibility to ensure the information we hold about you is accurate.

You may also have the right to:

- Ask that we delete personal information that we hold about you, or restrict the way in which we use your personal information;
- Withdraw consent to our processing of your personal information (to the extent our processing is based on your consent);
- Obtain and/or move your personal information to another service provider; and/or
- Object to our processing of your personal information.

If you believe these rights apply to you and wish to exercise these rights, please contact the Privacy Officer at info@ngakakano.org.nz

11. Breach notification

If there is a breach of privacy involving your personal information, we will comply with the legal obligations set out in the Privacy Act 2020 or the Health Information Privacy Code 2020.

12. Who can you contact if you have further questions or if you wish to make a complaint?

If you have any questions or concerns regarding your privacy, or if you would like to make a complaint, please contact NKF by phoning 07 573 0660 or email info@ngakakano.org.nz

13. Retention of personal information

We will retain your personal information for as long as it is being used to provide services or information to you, or for the length of time necessary to comply with any regulatory requirements. After this length of time we will either delete or anonymize the information. If personal information cannot be deleted because it has been stored in our backups, we will make sure it is securely archived and isolated in those backups.

14. Your Privacy Rights

Upon request we will provide you with a copy of personal information we hold about you. To request this information please contact us at info@ngakakano.org.nz. Please be aware, that charges apply for copies of the requested information and any relevant postal costs.

You may update or correct your personal information by contacting the Privacy Officer at info@ngakakano.org.nz

Requests to access, change, or remove your information will be handled within 20 working days.