

Privacy Statement

When you call us or use our website, you are trusting us with your information.

At NorthAble Matapuna Hauora, we understand this is a big responsibility and this Privacy Statement tells you:

- What information we collect, and why we collect it
- How we use that information
- The choices available to you such as view, correct, change, or delete

The Office of the Privacy Commissioner (www.privacy.org.nz) provides further details of the New Zealand Privacy Act and how it protects personal information in New Zealand.

We hope you will take time to read this Privacy Statement carefully.

Information We Collect and Use

The information about you that we collect and use includes:

- Information about who you are e.g. your name, address, and contact details
- Information related to your contact with us e.g. forms, job applications, phone recordings
- Information that is automatically collected e.g. via cookies when you visit our website
- Personal information e.g. relating to your health, this information will only be collected and used where it's needed to provide the product or service you have requested or to comply with our legal obligations. For example, we may require information about your NHI number to manage health related queries.
- Information you may provide us about other people who may be interested in our services

When you visit our website, we automatically collect statistical information about your visit to help us improve the site, we refer to this automatically collected information as "Device Information" it includes:

- Your IP address
- Time zone
- The search terms you used
- Your mouse clicks and scrolling behaviour
- The files you download
- The pages you accessed on our site and the links you clicked on
- The date and time you visited the site
- The referring site (if any) through which you clicked through to this site
- Your operating system (e.g., Windows 10, Mac OSX)
- The type of web browser you use (e.g. Internet Explorer, Mozilla Firefox)
- Other incidental matters such as screen resolution, the release of your installed Flash version and the language setting of your browser.

In order to stop this, you may search our site in 'incognito mode' or similar through your browser

How we use Your Personal Information

We use your personal information only where:

- You have given us your permission [consent] to send you information about our services and selected business partners with which we believe may be of interest and benefit. This may also include advertisers where our site may contain links to these other sites. You should be aware that we are not responsible for the privacy practices of our business partners and advertisers
- It's necessary to provide the services you have requested
- It's necessary for us to meet our legal and regulatory obligations, e.g. changes to our Terms and Conditions, detection and prevention of fraud
- To assess your suitability to access our services
- To report statistical information to our funders
- To ensure we can manage our responsibilities under the Health and Safety at Work Act 2015

If you do not wish us to collect and use your personal information in these ways, it may mean that we may be unable to provide you with our services.

We may share your Personal Information with third parties to help us use your Personal Information. For example, we use Google Analytics to help us understand how service users use the website -- you can read more about how Google uses your Personal Information here:

<https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

In addition to the above, we also collect data for statistical reporting purposes and for conducting consumer feedback surveys, and more generally to improve and optimise our services and website (for example, by generating analytics about how service users browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Cookies

Our website uses third party cookies from Google Analytics, which gives us insight into behaviour information relating to visitor age, gender and interests on an anonymous and aggregate level. This will help us to understand browsing behaviour to give you a better experience whilst visiting our sites.

Our website places a cookie on the hard drive of your computer. A "cookie" is a file which allows us to track and target the interests of our website users. Cookies are used to analyse your use of our website and to serve ads when you visit our website.

The information we collect and share with third parties through cookies is aggregated and therefore anonymous (it does not include personal information which is likely to identify you). The information may be used to serve you ads in relation to our products when you visit our website and third party websites.

You can access information about Google's Privacy Policy here: <http://www.google.com/intl/en/policies/privacy/>

While we recommend that users enable cookies on their browsers in order to enjoy all the features of our website, the decision remains in the hands of the individual. Most browsers allow you to control management of cookies, this will be different depending on each user's PC.

Most browsers have a feature that allows you to turn off saving of cookies. Turning off cookies will not affect your ability to use this site.

Who We May Share Your Information With

- NorthAble Matapuna Hauora employees relevant in the provision of services for you
- Google
- Site Administrators
- Regulators
- Our Funders
- Other government agencies

How We Protect Your Information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically.

Our security controls are aligned to industry standards and good practice; providing a controlled environment that effectively manages risks to the confidentiality, integrity and availability of your information.

Where Your Information Is Processed

The information we hold is processed in New Zealand and in accordance with the New Zealand Privacy Act.

Links to other sites

The NorthAble Matapuna Hauora website has links to external websites. Once you navigate to another website, you are subject to the privacy and security policies of the new site. The fact that this website provides links to other websites does not imply that NorthAble Matapuna Hauora approves or endorses any information on those other websites or any views expressed on them.

How Long We Keep Your Information

We will keep your personal information only where it is necessary to provide you services that meet your needs.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

Do not track

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

Your Rights

If you are a New Zealand resident, you have the right to access the personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, we note that we are processing your information in order to fulfil contracts we might have with you, or otherwise to pursue our legitimate business interests listed above.

Changes to this Statement

We may update this privacy statement from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. We will notify site users of any changes to the Privacy Statement via this website.

Disclaimer

Each service within NorthAble Matapuna Hauora will provide their own consent and privacy policy in relation to the collection, use and storage of personal information

Contact Us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at northable@northable.org.nz or by mail using the details provided below:

NorthAble Matapuna Hauora
Privacy Compliance Officer
PO Box 880, Whangarei 0110, New Zealand