

## **Mid/Far North Office**

19 Homestead Road, Kerikeri 0230  
Phone: (09) 401 6657  
Out of Area: 0800 729 787  
Email: hsnwageskk@homesupport.co.nz



## **Whangarei Office**

7A First Avenue, Whangarei 0110  
Phone: (09) 430 2090  
Out of Area: 0800 832 383  
Email: officewhg@homesupport.co.nz

## **HSNCT Privacy Policy & Privacy Statement**

This Privacy Policy & Privacy Statement explains how and why Home Support North Charitable Trust (HSNCT) collects, stores, uses and discloses personal information about our Clients, Staff and for Contracting Purposes.

It also sets out how we adhere to The Privacy Act 2020:

<https://privacy.org.nz/privacy-act-2020/privacy-act-2020/>

and The Health Information Privacy Code 2020:

<https://privacy.org.nz/privacy-act-2020/codes-of-practice/hipc2020/> .

### **Privacy Statement**

Principle 3 of the Privacy Act 2020 says that when an organisation collects information from an individual, it should ensure that the individual is informed about what information is being collected and the purpose it is to be used for.

This Policy / Privacy Statement is to ensure that people are aware:

- that we are collecting information about them (if it isn't obvious);
- why we are collecting the information;
- what we are going to use it for;
- who we are going to give it to (if anyone);
- whether they have to give us information and what will happen if they don't;
- and that they can access the information we hold about them and can correct it if it's wrong.

### **Information we collect about you**

Clients: most of the personal information we collect about you is provided by you directly or from Health & Social Care funders, such as the District Health Board and ACC, during your interactions with us: in person; by phone; email; or through our website:

<https://www.homesupport.nz.>

Staff: most of the personal information we collect about you is provided by you directly, for example when you apply to work for us, or provide bank details for the payment of wages.

We always take care to ensure that we only collect personal information needed to provide our services and help run our business. The types of personal information we may collect include:

- Contact and identification information – for example, your: name; gender; date of birth; address; telephone number; email; and signature.
- More general information, such as your: immediate family; next of kin; support needs; preferences; and capabilities.
- Account and payment information, such as: bank details; invoicing; contact details; and similar information if you are a supplier or service provider, in connection with the supply of products and services by your business to HSNCT, or us to you.

- Social contact information, including communications via social media, complaints, feedback and other contact you have with us.
- Digital information, such as cookies, pixels, software versions used, device identifiers (like IP addresses), location data in relation to point of care service provision (time sheeting app) (where available and not disabled by the user), dates, times, file metadata, referring website, data entered, and user activity such as links clicked.

### **Information we collect from others**

We also collect personal information about you from third parties. For Clients, this includes the Referrals we receive from, for example: ACC; your DHB; and the Ministry of Health. For staff, this includes references we request for recruitment purposes.

We'll only do this if you've been told first, where permitted by law, or where you have authorised another agency to share that information. It is important that you understand the privacy policies for all the service provider agencies you deal with, as you may be permitting the sharing of personal information with us when using those services.

In particular, we may collect personal information about you in the following ways:

- Through your support network – your personal information needs to be shared with our support workers, care co-ordinators and managers involved with the support we provide to you. Our staff will also share such information where there are changes needed to the support we provide. This information is only shared where permitted by law and/or where necessary to meet the purposes set out in this privacy policy.
- Publicly available sources - including from agencies such as the Companies Office, internet search platforms and social media platforms, such as Facebook and LinkedIn.

### **How we use personal information**

We primarily use the personal information we collect about Clients to ensure that you receive the best service from us. We want to support you as best we can and as required by you and the funders of your support. Your personal information helps us to make sure we get this right.

We may use your personal information for the following purposes:

- To support you and deliver services to you.
- Managing our relationship with you, including contacting you about your support.
- Considering feedback and complaints that you may make to us.
- To determine the support you require.
- To undertake data processing, data analysis, market research or trend analysis.
- In the case of our suppliers, to manage the supply of products and services to us and our Clients.
- Managing and monitoring our risks, including:
  - ensuring the safety of our Clients and staff;
  - identifying and investigating health and safety hazards or incidents;
  - complying with our legal and regulatory obligations and any lawful requests from Government agencies or regulators.

We may also use your personal information for other purposes, either after notifying you at the time of collection or where those uses are otherwise permitted by law.

## **How we share personal information**

Sometimes, we need to disclose personal information to third parties in order to carry on our business.

As noted above, HSNCT may share personal information from time to time where permitted by law and/or as otherwise set out in this privacy policy.

We may also disclose your personal information to:

- Trusted third parties involved in providing support services to you, such as the DHB, District Nurses, Falls Prevention Programmes etc.
- Our trusted service providers, who provide other administrative and operational services to us in connection with our business, such as IT service providers.
- As required by Law to Government Agencies.
- Other persons disclosed to you at the time the relevant personal information is collected.

## **How we keep your personal information secure**

The personal information we collect about you is held by HSNCT, our offices and by our trusted data storage providers (which may include storage in 'Cloud' facilities).

We take all reasonable steps to ensure that the personal information we hold is protected against loss, unauthorised use, access or disclosure and any other misuse; and we require our trusted service providers to do the same. However, please note that whilst we take appropriate technical and organisational measures to safeguard the personal information that you provide to us, no electronic transmission or storage can ever be guaranteed secure.

We retain your personal information only for as long as we need it and we destroy the information we no longer need in a secure manner.

## **Your rights to access or correct your personal information**

You have the right to request a copy of any personal information HSNCT holds about you, or to ask us to correct it if you believe it is inaccurate.

To make a request about your personal information, email us at:

[officewhg@homesupport.co.nz](mailto:officewhg@homesupport.co.nz)

(a confidential one-stop email portal that is monitored Mon -Fri 8am-5pm), or write to us at Privacy Officer, HSNCT, 7a First Ave, Whangarei 0110, New Zealand.

## **Links to other websites**

Our website may contain links to other websites for your convenience and information. These websites may be operated by businesses not affiliated with us. Linked websites may have their own privacy statement, which we suggest you review if you visit them.

We are not responsible for the content of any websites that we do not control, any use of those websites or the privacy practices of those businesses.

## **Cookies and Third Parties**

Our website uses cookies and local storage to collect and store information about you when you visit our site. Cookies are small data files which may include an anonymous unique identifier. They enable websites to recognize repeat users, allowing sites to compile aggregated data for content and site improvements. They are typically sent to your browser from a website and then stored on your computer / smartphone, from where they may send data to other web servers. Cookies and local storage are widely used.

Cookies are necessary to protect your privacy while disclosing your address details and while logging in and allow us to provide an optimal experience when using our website. Please note if you choose not to allow Cookies, you may not be able to access all the services on our website.

## **Possible Breaches**

In the unlikely event that you become aware of a potential data breach involving HSNCT, please let us know so we can fix it as quickly as possible. Please contact our Privacy Officer by emailing: [officewhg@homesupport.co.nz](mailto:officewhg@homesupport.co.nz) (a confidential one-stop email portal that is monitored Mon - Fri 8am-5pm).

In accordance with The Privacy Act 2020 and The Health Information Privacy Code 2020 we must notify you and the Privacy Commissioner if as a result of any Privacy Breach, Serious Harm has been caused to you or it is likely to do so.

A Privacy Breach that causes or poses a risk of Serious Harm would be one that:

- causes (or may cause) loss, damage or injury; or
- adversely affects (or may adversely affect) the rights and interests of the individual; or
- results in (or may result in) significant humiliation, loss of dignity, or injury to feelings.

## **Any further questions or complaints**

Where we have refused a request for access to, or correction of, personal information, or where you have any other concerns about the way we have handled your personal information, you have the right to make a complaint.

In the first instance, please let us know about your concerns by contacting our Privacy Officer using the contact details set out above. We'll do everything we can to put the matter right, but if we can't resolve your complaint for you, then you have the right to make a complaint to the Office of the Privacy Commissioner by completing an online complaint form at <https://www.privacy.org.nz>; or writing to the Office of the Privacy Commissioner, PO Box 10-094, The Terrace, Wellington 6143.

## **Updates to our Privacy Policy / Privacy Statement**

From time to time we may update this Privacy Policy / Privacy Statement to reflect changes to our business, products or services or changes to the Privacy Act. We'll update the Privacy Policy on our website, but may not otherwise notify you directly of a change, so please make sure you review it periodically to ensure you're up to date with our privacy practices.

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