

PRIVACY



Hagar New Zealand abides by NZ legislation with regard to privacy.

The organisation collects and uses information that is often private in nature. This policy outlines:

- Contact details
- A general statement on information handling policies
- What information is collected and why
- How the donor/supporter may opt out of further correspondence
- How this information is held
- Access and correction to information held
- Complaint and dispute resolution procedures

General statement of handling policies:

We respect your right to privacy and we recognise the trust you are placing in us through your dealings with us. As such we do everything we can to maintain that trust. Our staff are employed on the basis that they will protect information about you. Staff of the organisation sign a document safeguarding the privacy of your details held by the organisation.

Under law your rights to privacy are also protected. The Privacy Act and general law place strict requirements on us to treat any information you give us as confidential.

The information you provide remains private and is only used for the purposes outlined below.

What information we collect & why we collect it:

Contact information such as: name; address; phone numbers and email addresses are used to process receipts and Tax Certificates and to keep people abreast of any issues or developments we think they may have an interest in.

Financial information such as: bank account and credit card details are used to process transactions.

Sometimes we collect some more personal information about people such as what organisations they may be affiliated with or attend, age etc. This information is used to build a picture of our donor base for our organisational information only. This information is only collected with an individual's full consent and there is the opt out option available.

The information we collect is always treated as strictly confidential and is never disclosed to a third party without prior consent, or unless required by law. We never make our database available to other organisations.

Opting out of further correspondence:

If people do not wish to receive any further information on Hagar New Zealand or be contacted about our work, they will be given the opportunity to make this selection each time information is sent, or they may contact our office directly to cancel any further communications.

How this information is held:

The security of information is important to us. When we have collected information about people it cannot be seen or modified by anyone else. We make all reasonable efforts to ensure that information is stored securely - both in electronic and physical forms.

If and when we use external contractors, such as a mailing house to send you our mail, any personal information disclosed to the contractor remains confidential to us.

Any information which we no longer require is destroyed. An exception to this may be the retention of information for data analysis. However, if this occurs then the information will be retained in a form which does not allow you to be identified from that information.

How people can access and correct the information held:

It is our policy to give access to our supporters to the information we hold on them. This is consistent with our commitment to transparency.

Individuals may access their information at any time. If they would like to know what information we hold about them they simply contact our Office. If they discover their information is incorrect, incomplete or out of date then they simply notify us and we will try to correct or add the information as soon as possible. People are welcome to talk to our office about this anytime.

Complaint and dispute resolution procedures:

If someone believes we have breached their privacy rights in any way, or they would like to discuss any issues about our privacy policy they can contact our Executive Director. We will try to satisfy any questions that they have and correct any errors on our part. Contact through admin@hagar.org.nz

If we do not answer concerns to their satisfaction they have the right to make a complaint to the Privacy Commissioner. The Privacy Commissioner may be contacted on 0800 803 909 or at <https://www.privacy.org.nz/>