

## PRIVACY POLICY

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### Introduction

The Privacy Act 2020 is overseen by the [Office of the Privacy Commissioner](#) and regulates how each organisation collects, uses, stores and safely disposes of all personal information. This policy relates to SocialLink Tūhono Pāpori (SocialLink) and its divisions and is provided for your information and does not limit or exclude your rights under the Privacy Act 2020.

### Purpose

In order for SocialLink to provide services, including administering accounts, it needs to hold and process personal information. SocialLink will:

- Be dedicated to preserving privacy.
- Only collect information that is necessary for its performance and primary functions.
- Notify stakeholders about why the information is collected and how it is administered.
- Notify stakeholders that this information is accessible to them.

### Privacy Statement

SocialLink has a public facing privacy statement that will be displayed in appropriate situations, such as but not limited to:

- Data collection points
- Consent forms
- Employment agreements
- Volunteer agreements
- Staff email signature

*‘This privacy statement explains how SocialLink collects, stores, uses and shares your personal information. Openness and transparency are important to us. The Privacy Act 2020 requires us to tell you certain things about the personal information we need to carry out our functions. We will handle your information with care and respect.*

- *We only collect personal information where this is necessary to carry out our functions.*
- *We may collect personal information about you either directly from you or from other people or agencies, and we may generate personal information about you when we carry out our functions.*
- *We store all our data (including your personal information) on a secure platform and we use Microsoft Office 365 applications and Google Workspace. We protect our data with all reasonable technical and process controls.*
- *You can ask us for a copy of your personal information at any time. We will be as open as we can with you but must also ensure we meet our privacy obligations.*
- *We will only use and share personal information where necessary to carry out the functions for which we collected it, or if required by law.*

*If you cannot find the information you need, or you have concerns about the way SocialLink are managing your personal information, then please contact our Privacy Officer at [info@socialink.co.nz](mailto:info@socialink.co.nz)*

## **Security**

SocialLink takes its data storage and website security seriously and endeavours to provide a safe platform on which to conduct online transactions. No data transmission over the internet can be guaranteed to be fully secure. We will take reasonable steps to ensure that the personal information we collect, use or disclose about you is accurate, complete, up to date and stored in a secure environment protected from unauthorised access, use, modification or disclosure.

## **How information is collected**

### **General**

We may collect information from you through your use of our website when you request information from us or engage our services. Personal information is collected when users register for regular newsletters, book an event, make a payment, use SocialLink services, complete a survey or contact SocialLink about services. You can ask to be removed or unsubscribe from our newsletter mailing list at any time.

### **Registration Forms**

In order to use certain services, users may need to create and register on the website by completing registration forms that require submission of their contact information, such as name, email, and postal address.

### **Surveys and Subscriptions**

The website may contain online surveys requesting contact information, such as name, email, and postal address.

## **How information is used**

Personal information provided to SocialLink, will be used for the purposes of providing SocialLink services as requested. We generally do not share your personal information with others unless this is necessary for the purpose for which you gave us the information. It includes:

- a. registering and managing organisation or individual details on our Customer Management Relationship system;
- b. communicating with service users, including in relation to the services SocialLink provides, or any associated matters;
- c. for general administrative and business purposes;
- d. marketing and business analytics;
- e. settling accounts with those who provide related services to SocialLink;
- f. dealing with requests, enquiries or complaints and other customer care related activities;
- g. service user information is shared with other SocialLink employees and contractors and IT service providers that SocialLink uses to support its services;
- h. content that service users and others post on the website, including any comments posted and associated contact details, can be viewed by the public at large;
- i. There may also be circumstances where SocialLink is required to disclose personal information by law, for example, to Governmental or regulatory authorities.

By using any of our services, including our website, and providing us with any personal information, you are consenting to the use of your personal information as set out in this policy. Please do not send us any personal information if you do not want it to be used in this way.

### **Special Relationships**

SocialLink provides an open and collaborative sharing environment for all community and social sector parties who use SocialLink services. In this regard, SocialLink may provide your contact details to other participating organisations in the event that such contact could enhance opportunities for collaboration. SocialLink runs divisions called The Kollektive, Volunteering Services and Community Insights, who are all part of the SocialLink group.

### **Privacy of Trustees and Staff**

SocialLink Trustees and staff members will be advised when private information about them is being collected and held. They have the right to access personal information held about them.

Private information is kept electronically and is password protected. The General Manager and Financial Advisor and, if necessary legal and employment advisors, may have access to private information about trustees and staff for the purpose of contractual matters, reviewing performance, paying and reviewing salaries, maintaining leave records and paying trustee expenses. Private information will not be disclosed to anybody else without the express permission of the member concerned.

Staff should not store private information on their work computers, since trustees and other staff have access to staff computers, including access to email.

Any health information about identifiable individuals such as health and medical histories or information about disability will be kept according to the Health Information Privacy Code.

### **Website**

The purpose of this website is to provide information about SocialLink Tūhono Pāpori and its divisions. SocialLink is not responsible for information provided by third parties that you may access on or through this website, or for the privacy practices or the content of other websites.

The SocialLink website uses server logs and web analytic tools (such as cookies and other tracking technologies). Cookies are small text files that are downloaded to your device by websites you visit. When you use this website these tools collect information such as what browser and operating system you use, the internet protocol address of the device you have used to access the website, search terms, your location and what content you view when visiting our website. Cookies do not give us access to your computer or any information about you other than the data you choose to share with us. You can set your browser to block cookies but you may not be able to access all the features of the SocialLink website.

You consent to and understand that your personal information may be transferred, processed and stored outside of New Zealand if our website is hosted outside New Zealand.

SocialLink will try to ensure the information contained within its website is accurate and does not accept any responsibility for any errors or omissions. However, reasonable steps are taken to avoid or mitigate these types of issues.

### **Copyright**

SocialLink either owns the copyright in or has the right to use all text and images published on this website, and its overall design, unless otherwise stated. You may download and print out any part of this website for your own personal use.

### **Data Security and Retention**

SocialLink will take reasonable steps to ensure that the personal information that we collect is:

- Safeguarded and stored against misuse, loss, unauthorised access and modification.
- We may retain all personal information that we collect (on both our active systems and our archive systems), for as long as is necessary for us to carry out the purposes for which the information was collected.
- Only destroy records in accordance with best practice guidelines, including but not limited to, five years for personnel records, seven years for financial records and ten years for insurance policy, key contracts and leases. The Public Records Act 2005 requires SocialLink to retain 'protected records' indefinitely. In some circumstances, your personal information may be included within a protected record.

### **Confidentiality Disclaimer**

The following disclaimer is used in circumstances where SocialLink staff are providing information or guidance to organisations:

#### ***Confidentiality Disclaimer***

*As part of the proper performance of our roles, individual team members may seek peer mentoring or support from other members of the SocialLink Tūhono Pāpori Team to ensure we are providing the best supports and to develop our own abilities and practice.*

### **Access to and Correction of Information**

Service Users may request access to and correction of their personal information at any time by sending an email to [info@sociallink.org.nz](mailto:info@sociallink.org.nz)

### **Acceptance**

By using SocialLink websites and/or related services, you agree to SocialLink collecting and using your personal information as set out in this Privacy Policy.

### **Changes**

When SocialLink materially changes this Privacy Statement, a notice will be posted on its website, and may apply to previously collected information. Nothing in this policy prevents SocialLink from passing on information gathered on this site to any successor organisations. It is also suggested that service users routinely review the Policy Statement to ensure they understand how SocialLink collects and uses personal information.

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