

# Privacy Policy

## Contents

---

Contents	1
Principles & Purpose	1
Security	2
Personal Information	2
<b>What is considered personal information</b>	2
<b>How Empowerment Trust collects information</b>	2
<b>Surveys</b>	2
<b>Why does Empowerment Trust collect personal information?</b>	2
<b>Direct marketing materials</b>	2
<b>How can clients access my personal information?</b>	2
<b>Links to social networking services</b>	3
Links to other Websites	3
How the Information is Stored	3
When Empowerment Trust will share information and who Empowerment Trust will share it with	3
How do clients make a complaint about a breach of Privacy	4

## Principles & Purpose

---

This privacy policy sets out how Empowerment Trust collects, uses and protects information given by individuals and organisations. This privacy notice applies to personal information that Empowerment Trust collects through website: [www.empowermenttrust.nz](http://www.empowermenttrust.nz) and via the other services Empowerment Trust provides.

Empowerment Trust is committed to ensuring that clients privacy is protected. Should Empowerment Trust ask clients to provide personal information by which they can be identified then they can be assured that it will only be used in accordance with this privacy policy.

Empowerment Trusts Privacy Officer encourages compliance with the policy, deals with requests under the Privacy Act 2020 (New Zealand Legislation website) and in the case of any complaints or investigations, works alongside the Privacy Commissioner. The National Executive Director or appointed delegate will act as the Privacy Officer for Empowerment Trust

## Security

---

We will take all reasonable steps to protect the personal information that Empowerment Trust holds from misuse, loss, or unauthorised access, including by means of firewalls, password access and secure servers.

## Personal Information

---

### **What is considered personal information**

When used in this policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify clients.

### **How Empowerment Trust collects information**

Any personal information is collected directly from clients, There are places on the website where clients can choose to give us personal information, such as:

- Emailing an enquiry to us
- Registering for an event
- Subscribing to our newsletter
- Through a referral or third party registration e.g. employer registered staff for a seminar or training

### **Surveys**

At times clients may give feedback that requires further contact them to improve our services. Clients will only be contacted as a response to a question or suggestion in the feedback received and only as a means of responding to a query or suggestion. If a complaint is lodged, Empowerment Trust will use provided contact details to respond.

### **Why does Empowerment Trust collect personal information?**

The primary purpose for which Empowerment Trust collects information about clients is to enable us to perform our business activities and functions and to provide best possible quality service.

### **Direct marketing materials**

Empowerment Trust may send direct marketing communications and information about products and services that are considered be of interest to clients. These communications may be sent in various forms, including mail, SMS or email, in accordance with applicable marketing laws. If clients indicate a preference for a method of communication, Empowerment Trust will endeavour to use that method whenever practical to do so.

In addition, at any time, clients may opt-out of receiving marketing communications from us by contacting us (details below) or by using the opt-out facilities provided (e.g. an unsubscribe link), or by updating details through emailing, Empowerment Trust will then ensure that clients name is removed from our mailing list.

### **How can clients access my personal information?**

Clients may request access to any personal information held at any time by contacting us (details below).

If a client makes an access request, Empowerment Trust will need to verify identity. There may be instances where Empowerment Trust cannot grant clients access to their personal information Empowerment Trust holds. For example, Empowerment Trust may need to refuse access if granting access would interfere with the privacy of others, or if it would result in a breach of confidentiality. If that happens, Empowerment Trust will give written reasons for any refusal.

### Links to social networking services

Empowerment Trust uses social networking services such as Facebook and YouTube to communicate with the public about our work. When clients communicate with us using these services, the social networking service may collect personal information for its own purposes.

These services have their own privacy policies which are independent of ours.

## Links to other Websites

---

Our website may contain links to enable users to visit other websites of interest easily.

## How the Information is Stored

---

- In a mailing list
- In our database
- Hard copies of registration sign-in sheets that are then scanned and uploaded onto a secure cloud system
- Surveys that identify IP address and server only. This information is held with the survey platform that is used, e.g. Survey Monkey

## When Empowerment Trust will share information and who Empowerment Trust will share it with

---

Empowerment Trust will not sell, distribute, release or lease personal information to third parties unless Empowerment Trust is required by law to do so.

Empowerment Trust will always share information about a client if there is a concern for that client and to do so will ensure the safety and well-being of the client. Empowerment Trust will always attempt to inform the referrer of this information that they intend to share that information prior to doing so unless to do so would pose a risk to the client.

Empowerment Trust may share that information with statutory agencies, such as the Police or Oranga Tamariki, or any other agency involved in client's life if to do so Empowerment Trust believe the client will be safer or harm will be prevented.

For more information about how and when Empowerment Trust may share information in relation to a client, please see our Child Protection Policy.

## How do clients make a complaint about a breach of Privacy

[Please](#) see Clients Complaint Policy

<b>Approver:</b> Empowerment Trust Board <b>Review:</b> National Executive Director <b>Owner:</b> National Executive Director <b>Review:</b> April 2023	Fiona Bryan NED	Dean Kelly Chairperson
--	-----------------	------------------------