

## Privacy statement for Nuku Ora

Nuku Ora is committed to protecting your personal information. This Privacy Statement sets out how we collect, use and protect your information when you provide personal information to one of our team. Unless we expressly agree otherwise, any personal information you provide to us will be processed by us in accordance with this statement and all applicable privacy laws, including the Privacy Act 2020.

This Privacy Statement includes:

1. What personal information we collect: Directly and indirectly
2. Why we are collecting the information
3. If the information is shared with third parties
4. How to access your personal information
5. How your data is stored and protected
6. Data lifecycle and disposal

1. During interactions with our team, you may be directly asked to provide personal information. This could be a wide range of information depending on which programme or event you are signing up for. Your personal information includes any identifiable information about you, for example your name, email, address, telephone number and so on.

2. We collect your personal information to:

- Personalise your experience
- Improve and deliver our services
- Meet our legal obligations
- Communicate with you

3. Your personal information will not be shared with third parties unless the situation occurs where the staff at Nuku Ora feel you or your whanau are at risk, or where your consent has been sought and obtained. One situation that is contemplated is where the disclosure of information is necessary to prevent or lessen a serious threat. This disclosure would comply with Information Privacy Principle 11 of the Privacy Act 2020.

4. You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [info@nukuora.org.nz](mailto:info@nukuora.org.nz).

5. We are committed to keeping your personal information safe and secure. We have an internal system on which the information is stored securely.

We continuously implement and update our administrative, technical, and physical security measures to help protect your personal information against unauthorised access, loss, destruction, or alteration.

6. At such a time when we no longer require your personal information or at your request, we will dispose of all personal details related to you in a safe and legal way.

If you are unsatisfied with the handling of your request, you may contact the Office of the Privacy Commissioner in New Zealand for review of our handling of your request.

We may need to update this policy from time to time, including when necessary to reflect changes to this website, updates to our services or to reflect any change in law. Where the changes are material, we will use reasonable endeavours notify you.