



Privacy Policy

Purpose

Cholmondeley Children's Centre (**we, us, our, Cholmondeley**) is committed to respecting all staff/kaimahi, tangata whai ora/service users and stakeholders including donors, sponsors and supporters privacy.

Responsibility

The General Manager and Privacy Officer (appointed by the General Manager) take responsibility for ensuring this policy remains up to date with current legislation and is available publicly via the website or upon request digitally, or as a hard copy.

It is the responsibility of line managers, or those conducting induction for new staff/ kaimahi, to make all staff/ kaimahi aware of the policy. It is the responsibility of all staff/ kaimahi to follow this policy.

Any required action will be led by the Privacy Officer, in conjunction with the General Manager. They will follow the advice issued by the Privacy Commissioner in accordance with information found at <https://www.privacy.org.nz/responsibilities/privacy-breaches/responding-to-privacy-breaches/>.

Principles

In this privacy policy, personal information means information about an identifiable individual, for example, names, addresses, phone numbers and includes health information, as defined in the Health Information Privacy Code 1994. We will always collect, store, use and disclose Personal Information in accordance with the Privacy Act 2020 (**Act**) and the Health Information Privacy Code 1994.

This privacy policy applies to all children/tamariki, their parents, other caregivers or family/whānau, employees and contractors (staff/kaimahi), board members, volunteers, alumni, visitors, donors, sponsors, supporters, and any other person who submits or from whom we collect personal information. Any staff/kaimahi or board members found to be in breach of this policy may be subject to disciplinary action.

For the purposes of this policy, we will treat consent given by a child's/tamariki parent or guardian/caregiver as consent given on behalf of the child/tamaiti, and notice given to a parent or guardian/caregiver will act as notice given to the child.

Clients and personnel

What personal information we collect and from whom we collect it

We collect personal information, including health information, about children/tamariki, whānau, staff/kaimahi, board members, volunteers, alumni, visitors and other person who submits or from whom we collect personal information.

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We may collect personal information about children/ tamariki and family/whānau before, during or after the child/tamaiti arrives at Cholmondeley. Personal information about children/tamariki and family/ whānau may be collected in a number of ways including:

- directly from children/tamariki and family/whānau by telephone, email or other methods in the initial referral process, information gathering or medical forms or in person;
- from other parties (such as Oranga Tamariki, medical practitioners, other external agencies or the child's school); and
- from publicly available sources.

We may collect personal information about current and prospective staff/ kaimahi and volunteers in a number of ways including:

- directly from job applicants and staff/kaimahi during the recruitment phase and during the course of their employment with Cholmondeley;
- from other parties (such as job applicants representatives or referees);
- from publicly available sources (such as social media sites); and
- from medical forms, incident reports, occupational health and safety requirements, and criminal record and other background checks authorised by the applicant, staff member/kaimahi, or from any other third party authorised by the applicant or staff member/kaimahi.

The type of personal information we collect depends on the circumstances of collection. For children/tamariki, we collect information including name, age, contact details, information about a child's school setting/experience, health information and information about racial or ethnic origin, gender, custody information and agency involvement. For other persons, including staff/kaimahi, parents and guardians, alumni, volunteers and visitors, we collect information including name, contact details, criminal record and other probity checks, other details that are discernible from CCTV video footage used on our premises, and any other information provided to us.

How we use and disclose personal information

We collect personal information for a range of purposes to enable us to provide care and educational services for children/tamariki in our care, including to manage relationships, safety and welfare with children/tamariki and family/whānau, consider job applicants for current and future employment, and to promote Cholmondeley through marketing and fundraising initiatives and publications.

We use personal information for the purposes of which the information was collected and for related purposes. We may use personal information for secondary purposes if we believe, on reasonable grounds, that use of the personal information for the secondary purposes is necessary to enable us to perform any of our functions.

We may also use or disclose personal information for any other purposes for which we have received consent from the person to whom the personal information relates (or otherwise as permitted by legislation).



In relation to children/tamariki and their family/whānau, we may use personal information for purposes including providing care and education, making contact with family/whānau in relation to their child's time at Cholmondeley, internal accounting, day-to-day administration, looking after children's/tamariki educational, social and medical well-being and safety, seeking donations and marketing for the Cholmondeley, to satisfy our legal obligations and for any other purposes that would be reasonably expected.

In relation to current and prospective staff/kaimahi and volunteers and all other persons, Cholmondeley may use and disclose personal information for purposes including assessing whether an individual is suitable for employment or work, including work with children/tamariki, administering the individual's employment or contract, ensuring that information we have is collected is accurate and up-to-date, internal accounting and administration, insurance, seeking funds and marketing for Cholmondeley, for reporting to government authorities, to satisfy our legal obligations including with respect to child safety, and for any other purposes that would be reasonably expected. From time to time, we may use and disclose personal information to assess the performance of pedagogical students who provide services to Cholmondeley.

We may also disclose personal information for purposes including for administrative, care and educational purposes and to ensure child wellbeing and safety. This may include disclosing information to schools, government authorities such as Oranga Tamariki, medical practitioners, people providing services to Cholmondeley, recipients of Cholmondeley publications, parents and guardians, and any other person that we are authorised to disclose information to. Specifically, Cholmondeley is an agency which may be compelled by law to disclose information relating to child safety or well-being to Oranga Tamariki, under section 66 of the Oranga Tamariki Act 1989. Please see 'Child Protection Policy and Procedure' for more information.

How we store and ensure the security of personal information

We are committed to protecting personal information from unauthorised or accidental access, disclosure, alteration, loss, destruction or actions which prevent us from accessing information on a temporary or permanent basis (each event being a **privacy breach**).

We store personal information on secure electronic databases with password protection or in secure locations, including lockable cabinets with access only to authorised personnel. To the extent personal information is stored in cloud databases, we have taken reasonable steps to ensure that such storage is in accordance with the Act (or equivalent privacy laws).

If personal information is subject to a privacy breach, we will investigate the breach to determine whether it is likely to cause serious harm. If we determine a privacy breach is likely to cause serious harm we will notify the relevant individuals and the Privacy Commissioner in accordance with our obligations under the Act.

We will only keep personal information for as long as we require it for the purpose for which it was required, after which it will be destroyed or de-identified. However, we may also be required to keep some personal information for specified periods of time, for example under certain laws.



We also retain historic records of attendance at Cholmondeley solely for the purpose of confirming the same to the relevant individuals.

How an tangata whai ora / service user can access personal information

Please see 'Client Access to Personal Information Policy and Procedure'

Enquiries and complaints

Please see 'Complaints Policy' and 'Cholmondeley Service Commitments and Complaints Form'.

Any person may contact the Privacy Officer at info@cholmondeley.org.nz or 03 329 9832 to:

- request information about the way Cholmondeley manages the personal information it holds; or
- make a complaint about Cholmondeley's compliance with the Act, in which case we will investigate the matter and notify the person who made the complaint of our decision as soon as practicable.

Consequences of a breach of this policy

Cholmondeley emphasises the need to comply with the requirements of this policy. Any employee found to be in breach of the requirements of this policy may be subject to disciplinary action. Please see 'Code of Conduct' and 'Disciplinary Process Policy and Procedure'

Donors, Sponsors and Supporters

Cholmondeley is committed to protecting the privacy of all donors, sponsors and supporters (**Donors**).

What information we collect

Cholmondeley collects and uses personal information from Donors including: addresses, telephone numbers, e-mail addresses, dates of birth and donation dates/amounts and (where relevant) financial information for the purposes of processing donations.

How we collect the information

Donor personal information may be collected by Cholmondeley via at the point of donation, when registering for an event or volunteer opportunity or via online enquiry forms or through our website and social media channels.

Donor financial information

All access to Donor financial information is strictly limited to the fundraising team for processing and reporting on this data. For online payments, Cholmondeley only uses processing services with appropriate security measures. Cholmondeley does not have access to Donor credit card or account



details sent to those processing services and such information is not stored electronically by Cholmondeley.

How we use Donor personal information

- To distribute receipts for donations;
- To acknowledge and thank donors via letter for their donations;
- To inform donors, sponsors and supporters about upcoming fundraising activities and events
- For internal analysis and record keeping;
- For direct mail campaigns and newsletters.

Donors have the option to have their name publicly associated with their donation. However, the default is that all donations will not be publicly announced unless Cholmondeley has received explicit instruction from the Donor allowing their name to be publicly associated with their donation.

Donor information is stored and accessible as set out in this Privacy Policy.

Associated Documents

The Privacy Policy is to be used in conjunction with the following internal existing policies or guidance documents, this list is not exhaustive.

- Child Protection Policy and Procedure
- Disciplinary Process Policy and Procedure
- Code of Conduct
- Complaints Policy
- Cholmondeley Service Commitments and Complaints Form
- Client Access to Personal Information Policy and Procedure
- Document retention and destruction procedure

External Legislation

- Privacy Act 2020