



## 4.6 PROTECTION OF WHĀNAU PRIVACY

<b>Whānau</b>	
<b>Aronga</b> Purpose	The purpose of this policy is to protect the privacy of the personal and sensitive information that is collected in relation to our whānau, while also ensuring that we comply with the Privacy Act 2020.
<b>Hōkaitanga</b> Scope	<b>All kaimahi, full-time, part-time, fixed term, contractors, taurira</b>
<b>Whakamāramatanga</b> Definition	<ul style="list-style-type: none"> <li>• <b>Personal information</b> is any piece of data about an identifiable individual. It may range from sensitive information (medical history or conditions) to everyday information (address, phone numbers)</li> <li>• <b>Sensitive information</b> is information that has some significance to an individual, is revealing, or may be considered information that the individual would want to be kept private</li> <li>• The Privacy Act 2020 has 13 privacy principles that govern how you should collect, handle and use personal information <a href="https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23342.html">https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23342.html</a></li> </ul>
<b>Kawatau</b> Expectation	<ul style="list-style-type: none"> <li>• Te Arawa Whānau Ora has a diligent and robust record-keeping process to protect whānau privacy and ensure compliance with legislation.</li> <li>• Management and kaimahi involved in the collection, storage, and processing of personal and sensitive information have a robust understanding of the processes outlined in this policy.</li> <li>• Kaimahi who are facilitators of programmes or services will ensure that all group members understand that the individual privacy of each group member is a collective responsibility of the group.</li> </ul>
<b>Tukanga</b> Procedure	<p>Te Arawa Whānau Ora will collect personal information in order to help us provide the best service that advances the interests and aspirations of whānau. During the Informed Consent process, whānau are informed of our Privacy Statement and are supported to make an informed decision about the collection of their information.</p> <p><b>Collection of Information</b> The information collected from whānau includes:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact information</li> <li>• Location</li> <li>• Personal identifiers</li> <li>• Interaction with us</li> </ul> <p><b>Sensitive information collected</b> Sensitive information will only be collected for the lawful purpose required for a service and this information will be cared for in alignment with the Privacy Principles (Privacy Act 2020) <a href="https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23342.html">https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23342.html</a> .</p>

Whānau Policy Suite			4.6 Protection of Whānau Privacy
Authorised By: Board of Trustees	Approved Date: September 2024	Review Date: September 2026	
		Version Number: 1	

Extra caution is taken to ensure sensitive information is handled correctly and to a higher standard of accountability.

### Sharing of Information

Besides the kaimahi, and with whānau consent, we may share this information with:

- Other Te Arawa Whānau Ora services and external agencies that are involved in the care of whānau which may include our Collective Partners, General Practitioners or Specialists
- Our funders in order to fulfil our reporting requirements.
- A third party to keep whānau safe
- For research and statistical purposes; however, all information used in this way will be non-identifiable
- Kaimahi will keep whānau informed about the sharing of any information unless a risk has been identified that could result in harm to whānau or others

### Storage and Retention of Information

We keep whānau information safe by storing it in a secure electronic patient management system (Record Base) and only allowing kaimahi access to this information as it relates directly to the care and support, we provide.

- Whānau information will be stored for 10 years post-service
- On the **30th June each year**, the Whakaruruhau Team will check all exits and safely dispose of via the [NZDDS New Zealand Document Destruction Service Bins](#) all whānau records that fall within the 10-year post-service time frame

### Information Requests

Whānau has the right to see all information that Te Arawa Whānau Ora holds about them and ask for the information to be corrected if deemed necessary. This can be requested from the Privacy Officer.

- Requests can be made in writing or verbally
- Request can be made via the [Request for Personal Information Form- SharePoint/Forms](#)
  - Complete Request for Personal Information Form (Kaimahi, Whānau, other Provider)
  - Send the form to the Privacy Officer
  - The Privacy Officer will forward to the Group Manager who provides the information
  - The Group Manager will then send the form Back to the Privacy Officer to contact the requester of the information
  - If another Provider has requested information, the Group Manager will obtain consent from the whānau before the information is released
- People can only be given information about themselves unless they are acting on someone's behalf and have written permission to do so
- Respond to the request within 20 WORKING DAYS
- Under certain circumstances information may be denied - [Principle 6 – Access to personal information](#) <https://www.privacy.org.nz/privacy>

### Preventing Privacy Breaches

We will prevent breaches through limited use and secure storage of information via our electronic patient management system (Record Base).

### Privacy Breach

A privacy breach occurs when an Organisation or individual either intentionally or accidentally:

- Provides unauthorised or accidental access to someone's personal information.
- Discloses, alters, loses or destroys someone's personal information.
- A privacy breach also occurs when someone is unable to access their personal information.

Whānau Policy Suite	Approved Date: September 2024	Review Date: September 2026	Version Number: 1	4.6 Protection of Whānau Privacy
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	<p><b>Notifiable Privacy Breach</b></p> <p>If Te Arawa Whānau Ora has a privacy breach that has caused serious harm to someone (or is likely to do so), we are required to notify the Office of the Privacy Commissioner as soon as possible and no later than 72 hours. It is an offence to fail to notify a notifiable privacy breach. Any directly affected persons are also required to be notified as soon as possible after becoming aware of the breach. Notifications can be made through <a href="https://www.privacy.org.nz/responsibilities/privacy-breaches/notify-us/">Notify Us</a> <a href="https://www.privacy.org.nz/responsibilities/privacy-breaches/notify-us/">https://www.privacy.org.nz/responsibilities/privacy-breaches/notify-us/</a></p>
<p><b>Mahere Ripo</b> Flowchart</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <div style="background-color: #1a2b4d; color: white; padding: 5px; margin-bottom: 10px;"> <p><b>Information Requests</b> <b>Request via the Privacy Officer</b> Whānau have the right to see all information TAWO holds about them &amp; ask for the information to be corrected if necessary</p> <ul style="list-style-type: none"> <li>Requests can be made in writing or verbally</li> <li>Request to be made via the <i>Request for Personal Information Form - SharePoint/Forms</i></li> </ul> </div> <div style="background-color: #1a2b4d; color: white; padding: 5px; margin-bottom: 10px;"> <p><b>Kaimahi/Whānau/other Provider will:</b></p> <ul style="list-style-type: none"> <li>Complete <i>Request for Personal Information Form</i></li> <li>Send form to the Privacy Officer</li> <li>The Privacy Officer will forward to the Group Manager who will provide the information</li> <li>Group Manager will return completed form to the Privacy Officer to contact the requester of the information</li> <li>If <b>other Provider</b> has requested the information, Group Manager will obtain consent from the whānau before the information is released</li> </ul> </div> </div> <div style="width: 35%; border: 1px solid #1a2b4d; background-color: #1a2b4d; color: white; padding: 5px;"> <p><b>Further Information</b></p> <ul style="list-style-type: none"> <li>People can only be given information about themselves unless they are acting on someone else's behalf with written permission</li> <li>Respond to the request within 20 WORKING DAYS</li> <li>Under certain circumstances information may be denied - <i>Principle 6 - Access to personal information</i> <a href="https://www.privacy.org.nz/privacy">https://www.privacy.org.nz/privacy</a></li> </ul> </div> </div>
<p><b>Tohutoro</b> Reference</p>	<ul style="list-style-type: none"> <li>OROTaio Te Arawa Whānau Ora Strategic Document</li> <li>Te Arawa Whānau Ora Whānau Policies Suite</li> <li>Ngā Pātaka Kōrero o Te Arawa</li> <li>Te Arawa Whānau Ora Individual Employment Agreement</li> <li>Te Arawa Whānau Ora Informed Consent Form</li> <li>Te Arawa Whānau Ora Code of Conduct Policy</li> <li>Privacy Act 2020</li> <li>Office of the Privacy Commissioner</li> </ul>
<p><b>Kaiwhiwhi</b> Policy Owner</p>	<p><b>Board of Trustees</b></p>

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