

Caring Families Aotearoa is committed to protecting the privacy of personal information and complying with the Privacy Act 2020 of New Zealand. This privacy statement outlines our approach to handling personal information and the rights of individuals with regards to their personal information.

## 1. What is this Privacy Statement for?

To access our services such as caregiver support and to participate in our events or training, or when you donate to our organisation, you will be asked to provide some personal information about yourself.

Personal information is any information about you that identifies you, or by which your identity can reasonably be discovered.

This notice sets out how we will use and protect your personal information while complying with our obligations under the Privacy Act 2020 ("Privacy Act").

## 2. Who holds my Personal Information?

Your personal information is held by New Zealand Family and Fostercare Federation Inc. (operating as Caring Families Aotearoa) and is used to provide our services or to process donations legally and accurately.

## 3. When will Caring Families Aotearoa be collecting my Personal Information?

We will collect information from you when you first become a member, when you register for training, when you donate to us, or contact us via our website. Then we may collect personal information from you when you interact with us. This includes when you:

- visit, call or email either National Office or a Regional Coordinator
- register and attend a training
- register and attend an event
- participate in a giveaway
- participate in an online survey

## 4. What type of Personal Information will Caring Families Aotearoa Collect?

The type of personal information we may collect when you access and use our Services includes:

- your name
- your contact information
- your ethnicity
- your gender
- your care agency
- your partner
- type of care you provide
- year you began caregiving
- training courses you register for and attend
- events you register for and attend
- support group meetings you attended
- details you provide when receiving support from us (case notes)

If you donate to Caring Families Aotearoa, we may also collect:

- Supporters name and contact details – e.g. mailing preferences for receipts.
- Your relationship to Caring Families Aotearoa – such as private individual, company, sponsor etc
- Details of any agreed-to regular donation processing e.g. direct debit with PDD authority held as sound files
- \*Tokenised credit card details
- Donation history
- Mailing/Communications History (including any call notes)

\*Credit card tokenisation is the process of de-identifying sensitive cardholder data by converting it to a string of randomly generated numbers called a "token."

If you've not provided some or all the personal information set out above, we may not be able to process your donation. We are required to collect much of this donation information for tax/banking compliance and legal purposes.

If you visit Caring Families Aotearoa offices, those offices may collect your personal information through their CCTV camera system, including your image and the number plate of your vehicle.

You may not be able to access some of our Services unless you agree to provide the personal information relevant to that Service. For example, you will not be able to sign up for support unless you provide us with your personal information.

## 5. Why Do We Collect Personal Information?

We collect personal information to provide you with our Services. This may include:

- To allow you to access and view your training account.
- To contact you about your use of our Services.
- To enable you to participate in trainings, events, and support groups.
- To provide or send you targeted marketing via email, online (including social media) or physical mail, or text with details of upcoming events and trainings, information about our services or other providers, or other information that may be of interest to you, your family or household.
- To enhance your overall experience of our Services.
- To process your donation, send acknowledgments, inform of other fundraising opportunities and for internal financial analysis & record keeping.
- Other purposes we make known to you at the time of collection.

When donating to Caring Families Aotearoa you have the option to have your name publicly associated with your donation. However, unless you explicitly choose this, the default is that all donations are not publicly announced.

Where possible, Caring Families Aotearoa will collect your personal information directly from you. We may also take any reasonable action required to keep your information accurate and secure.

## 6. Do We Disclose Personal Information to Anyone Else?

We may sometimes need to disclose your personal information to others. By using one or all of the Services, you agree that we may disclose your personal information for any of the purposes listed in the above section, but only to the extent necessary to achieve those purposes, to:

- Caring Families Aotearoa employees.
- Support Group Liaison/s to contact you and record attendance at a meeting,
- a third party outside of Caring Families Aotearoa who is contracted to us to provide a particular service to us;
- our appointed payment provider to process your payments for reimbursements; and
- third parties when we believe in good faith that we are required to do so by law.

You consent to the disclosure of your personal information in accordance with this Privacy Policy to the parties listed above.

## **7. What happens if I don't want to disclose information?**

Providing some information is optional and you can choose to not disclose information to us. As a result, in some instances we may not be able to provide the services you request without this information.

If you've not provided some or all the personal information set out above, we may not be able to process your donation. We are required to collect much of this donation information for tax/banking compliance and legal purposes.

## **8. Does Caring Families Aotearoa Use Cookies?**

When you access Caring Families Aotearoa websites, social media pages and/or mobile apps, we may use cookies to track your use of our Services so that we can provide you with the best possible experience. A cookie is a small piece of data that a website sends to your browser that may be stored on your system. Some information/services may be unavailable if you choose to disable your browser from accepting cookies.

We may use the information generated by cookies to:

- track traffic patterns to and from our website;
- ensure any content (which may include any advertising) is being shown to the most appropriate person; and
- enable us to serve targeted advertising to you (on our website and elsewhere).

By using our Services, you consent to the storing and accessing of cookies or other information on your device in connection with your use of our website.

## **9. How do I receive and opt out of direct marketing?**

When you register to receive marketing communications from us, your name and contact details will be added to our Caring Families Aotearoa database along with your preferences for receiving communications from us, e.g. email, text message and/or physical mail.

All commercial electronic messages from us will contain an unsubscribe function if you no longer want to receive them from us. You can unsubscribe at any time by using this function or by changing your email account preferences.

We will endeavour to update your account preferences as soon as possible. If you unsubscribe or cancel your registration, we may not be able to provide you with any or some of our Services.

## **10. Do You Keep My Personal Information Secure?**

Security of personal information is very important to us, and we will take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure.

We will only retain personal information for as long as is required for the purposes for which that information may lawfully be used.

### **10A Security of online donations and transactions**

Donations made online on Caring Families Aotearoa's website are processed in real time using a secure payment gateway. Donations are processed in New Zealand (and for all other countries) in New Zealand Dollars. Your data is not permanently stored on our website.

When you submit personal information including credit card details, a secure server is used. The PCI DSS (Payment Card Industry Data Security Standard) is a set of security standards designed to ensure that companies that accept, process, store or transmit credit card information maintain a secure environment.

Caring Families Aotearoa is compliant against the PCI Data Security Standards, endorsed by Visa, MasterCard, American Express, and all other leading card brands.

It is important for you to protect against unauthorised access to your information and to your computer. Ensure you logout when you have finished, especially if using a shared computer.

If you send us personal cardholder data by postal mail or over the phone, we have strict processes in place to ensure that we meet the Payment Card Industry Security Standard Council's payment card industry data security standards and only store cardholder data in a secure encrypted environment. To protect your card details please do not email credit card details to us.

## **11. How do I access and update my Personal Information?**

Your personal information will be held by Caring Families Aotearoa and/or by one or more of Caring Families Aotearoa's trusted data service providers.

Under the Privacy Act you have the right to request access to your personal information that we hold, and to have that information corrected and/or updated. You can update some of your personal information online via your OLS (Online Learning System) account, completing the membership form on the website, contacting our National Office on 0800 693 323, or emailing [enquiries@caringfamilies.org.nz](mailto:enquiries@caringfamilies.org.nz). We will rely on the information that you have provided to us so please ensure that information is accurate and kept up-to-date.

## **12. Will this Policy Notice Change?**

We may change this Privacy Notice from time to time and we will tell you about a change in the Privacy Notice by updating the "last updated" date on our website.

Unless otherwise stated, any changes to the Privacy Notice will take effect immediately upon being placed on the website and your continued use of the Services will represent an agreement by you to be bound by the Privacy Notice as amended.

