



Privacy Commissioner
Te Mana Mātāpono Matatapu

Protecting your personal information

Know Your Privacy Rights





What is your personal information?

Personal information is any information that is about you or could identify you. Your name is the most basic example, but that's just the beginning.

Other examples include your address, your contact details, your employment or medical records, bank details, a picture of your face, your NHI number, or sometimes even your opinions on social media. All sorts of things can contain personal information, including notes, emails, recordings, photos and scans, whether they are in hard copy or digital.

The Privacy Act 2020 rules how organisations, government departments and businesses can collect, store, use and share your information. It ensures that:

- you know when and why your information is being collected
- your information is used and shared appropriately
- your information is kept safe and secure
- you can have your information

Almost all organisations and businesses must follow the Privacy Act. This includes hospitals, government departments, clubs, schools, churches, shops and more. In most cases, the Privacy Act does not apply to domestic affairs. This changes when personal information involved is used in a highly offensive way.

Protecting your personal information

When an organisation takes information about you, they need to be clear about what they are gathering and what they will use it for.

They must not share your information without your knowledge and must make sure your information is accurate and kept securely.

When a business, government department or organisation has information about you, they must let you see it whenever you ask. When they no longer need your information, they need to safely destroy it.

All sorts of things can contain personal information, including notes, emails, recordings, photos and scans, whether they are in hard copy or digital.



Special protections for your health information

There are extra protections in place for your personal information when it involves your health or disability support information. Everything your doctor or other health organisation holds about your health is health information. Health agencies include medical centres, hospitals, ACC and health insurers. Health information is very broad and can include your prescriptions, notes, diagnoses, test results and records of conversations.

Doctors, nurses and specialists directly associated with your care will be able to see your health information so that they can best care for you. People working for health and disability support agencies such as Te Whatu Ora – Health New Zealand, Whaikaha – Ministry of Disabled People, ACC or Te Aka Whai Ora – Māori Health Authority may also be able to see your information if they need it to help you or manage services.

Health organisations must tell you who is going to see your health information and why. If you're not sure what's going to happen with your information, ask your doctor or other health professional.

Others may be given access to your records in special circumstances, such as:

- your parents or guardians if you are under 16
- if you are unconscious or otherwise unable to give consent, someone who is speaking for you (like a person with a power of attorney)
- your insurance company, as long as you have given it permission
- Police, in certain cases if there's good reason and they specifically need it

You have the right to speak up if you're concerned about who gets your information, but sometimes the law allows it to be disclosed even where you disagree.



You should at least know what's happening, and it's important for health professionals to know if you don't want your information shared.

Health organisations must tell you who is going to see your health information and why.



You have the right to your own information

Under the Privacy Act you can ask any organisation for the information they hold about you, and for them to correct it if it's wrong. This right extends to small and large businesses, government departments, schools, sports clubs, charities, and community groups.

-  You can request your information via email, letter, phone or in person, or you can do it online using our AboutMe tool at  www.privacy.org.nz/aboutme

What a breach of your privacy looks like





Here are some of the ways that an organisation or business could breach your privacy:

- Your information is given to someone you didn't authorise (for example, by delivering your letter to the wrong house)
- Wrong information is held about you (for example, a record of a debt that you never had)
- Your information is taken without your knowledge (for example, a video camera in your workplace that you weren't told about)
- You ask for your information and the business refuses to give it to you, or refuses to correct it

What to do if you feel your privacy has been breached

Always talk first to the organisation concerned to give them a chance to put things right for you. You can contact them direct, or via our website.

Please speak up if:

-  you have been refused access to your information or the agency has refused to correct your information
-  you think the agency has wrongly disclosed your information to someone
-  you think your information has been used inappropriately or without checking that it is right
-  you think your information has not been safely stored

If you're not satisfied with the response, you can make a complaint to us.



How to make a complaint to the Office of the Privacy Commissioner

It's simple, and free.



You can lodge a complaint with us direct at www.privacy.org.nz/your-rights/making-a-complaint



Call our enquiries line on 0800 803 909



For other enquiries, visit www.privacy.org.nz/about-us/contact/enquiry-form



To find out more about your privacy rights, visit www.privacy.org.nz

He pēhea te tuku amūamu ki te Mana Mātāpono Matatapu

He māma noa, he kore utu
anō hoki. Ka taēa e koe te tuku
tōtika te amūamu ki a mātou
ki [www.privacy.org.nz/your-
rights/making-a-complaint](http://www.privacy.org.nz/your-
rights/making-a-complaint)

Tērā rānei te waea mai ki tā mātou
waea pātai ki 0800 803 909

Mō ētahi atu pātai, haere ki
[www.privacy.org.nz/about-us/
contact/enquiry-form](http://www.privacy.org.nz/about-us/contact/enquiry-form)


Kia kitea ētahi atu kōrero
mō ou mōtika tūmataiti,
haere ki www.privacy.org.nz





Me aha koe, mēnā e pēnei ana koe kua takahia tō tūmataiti!


Me mātua kōrero ki te whakahare
e hāngai ana kia wahi rātou ki
te whakatika i te raru mōu. Ka taea
te whakapā tōtika atu ki a rātou, tērā
rānei mā tā mātou pae tukutuku.

Tēnā, kōrero mai mēnā:

 kua whakanautia te āheinga ki
ōu mōhiohio, kua whakanautia
rānei e te umanga kia
whakatikaina ōu mōhiohio

 e pēnei ana koe kua hē te whāki
i ōu mōhiohio ki tētahi tangata

 e pēnei ana koe kua whakamahia
hētia ōu mōhiohio, me te
kore rānei i hihira i mua
kia mōhio ai he tika.

 e pēnei ana koe kāore anō kia
hauamaru te rokiroki i ōu mōhiohio
mēnā kāore i pai ki tō oranga
ngākau ngā urupare, ka taea e koe
te tuku amuamu ki a mātou.



He mōtika tōu ki ōu ake mōhiohio

I raro i te Privacy Act ka taea e koe te tono atu ki tētahi whakahaere ngā mōhiohio e puritia nei e ratou mōu, ā, te tono hoki mā ratou ia e whakakatikatika mēnā e hē ana. Ka toro tēnei mōtika ki ngā pakihī iti, rahi hoki, ki ngā tari kāwanatanga, ki ngā kura, ki ngā karapu hākinakina, ngā rōpu ohaoha me ngā rōpu hapori.

 Ka taea e koe ōu mōhiohio te tono

ā-īmēra, ā-reta, ā-waea, kanohi ki te kanohi rānei, tēra rānei

whakamahia ki tā mātou taputapu tuihono, e kīia nei ko AboutMe ki

 www.privacy.org.nz/aboutme

He aha te āhua o tētahi takahitanga o tōu tūmataiti?

Anei ētahi huarahi e takahi ai tētahi

whakahaere, pakihī rānei i tōu tūmataiti:

- Kua tukuna ōu mōhiohio ki tētahi, kaore

i whakamanatia e koe (hei tauira, te

tukuna o tētahi reta māu ki te whare hē)

- He hē ngā mōhiohio mōu e puritia

nei (hei tauira, he mauhanga e

pā ana ki tētahi nama āu, ahakoa

kaore anō koe i whai i taua nama)

- Kua tangohia ōu mōhiohio me te kore

mōhio ōu (hei tauira, mā tētahi kāmera

i tō wāhi mahi, kaore i whāki ai ki a koe)

- Ka tono atu koe i ōu mōhiohio me te

whakanau a te pakihī kia homai ki a koe,

te whakanau rānei kia whakatikaina

Ka tukuna pea ki ētahi atu te
 āheinga ki āu mauhanga i runga i
 ngā āhuatanga rerekē, pēnei i:

- ōu mātua, mēnā kaore anō koe
 kia tae atu ki te 16 te pakeke
- mēnā he mauri moe koe, mēnā
 rānei nā tētahi atu take kāore e tāea
 e koe te tuku tau whakakaetanga,
 he māngai āu (pēnei i te tangata e
 whai mana whakahaere ā-ture)
 to kamupene inihua, mēnā kua
 tukuna whakakaetanga e koe kia pērā
- Ngā Pirihimana, mēnā he take
 pai i ētahi kēhi, ā, e āta hiahia
 ratou ki aua mauhanga

He mōtika tōu ki te kōrero mēnā he
 āwangawanga nōu mō te take ko wai
 e whiwhi i ōu mōhiohio, engari i ētahi
 wā ka tukuna ā-turetia kia whākina
 ia ahakoa tau whakahētanga.

Engari me mōhio koe e aha ana,
 ā, he mea nui kia whaimōhio
 ngā ngāio hauora mēnā kāore
 koe i te hiahia kia tiritiria
 ōu mōhiohio.

**Me ki atu ngā
 whakahaere hauora ki
 a koe mā wai e kite ōu
 mōhiohio, ā, he aha ai.**



He tiakitanga motuhake mā ou mōhiohio hauora

Kei te noho ēra atu tiakitanga mā ou mōhiohio whaiaro, mēnā e pā ana ki māhara hauora, mōhiohio tauoko whaikaha rānei. Ko ngā mea katoa e puritia nei e tō tākuta, e tētahi atu whakahaere hauora rānei e pā ana ki tō hauora, he mōhiohio hauora ki tō umanga hauora ko ngā whare haumanu, ko ngā hōhipera, ko ACC me ngā kamupene hoko inihua hauora. He mea whānui rawa ngā mōhiohio hauora, ā, kei roto pea ko āu whakahaau rongoā, āu tuhinga pitopito kōrero, āu whakatau rongoā, ou hua whakamātautau me ngā mauhanga e pā ana ki ētahi kōrerorotanga.

Ka taea e ngā tākuta, ngā nehi me ngā mātanga e tiaki ana i a koe te kite ou mōhiohio hauora kia taea ai te tuku te tautiaki pai katoa ki a koe. Ko ētahi kaimahi a ngā umanga tauoko mō Te Whatu Ora – Health New Zealand, i a Whaikaha – Ministry of Disabled People, i ACC, i Te Aka Whai Ora – Māori Health Authority rānei ka taea pea e ratou te kite ou mōhiohio mēnā e hiahia ana ratou kia āwhina ai i a koe, kia whakahaere ai i ngā ratonga rānei. Me ki atu ngā whakahaere hauora ki a koe mā wai e kite ou mōhiohio, ā, he aha ai. Mēnā kāore koe i te tino mōhio ka ahatia ou mōhiohio, pātai atu ki tō tākuta, ki tētahi atu ngāio hauora rānei.

He aha ōu mōhiohio whaiaro?

Ko ngā mōhiohio whaiaro
he mōhiohio mōu, he
mōhiohio ka tautuhi rānei

! a koe. Ko te taurira māmā noa ko tō
ingoa, engari koia te timatanga noa iho.

Hei taurira anō ko tō wāhitau, ōu
taipitopito whakapā, āu mauhanga mahi,
rongoa rānei, ōu taipitopito ā-pēke, he
whakaahua o tōu kanohi, tāu nama NHI,
tērā rānei hoki i ētahi wā, ōu huatau i
kitea i te papāho papori. He maha ngā
momo mea kei roto rā he mōhiohio
whaiaro, tae ana ki ngā tuinga pitopito
kōrero, ngā imēra, ngā hopukanga, ngā
whakaahua me ngā matawai, ahakoa
he kape tānga pepa, matihiko rānei.

- Ko te Privacy Act 2020 e whakatakoto
ana i ngā tikanga mō te kohikohi,
te rokiroki, te whakamahi me te
tiritiri i ōu mōhiohio whaiaro e ngā
whakaahere, e ngā tari kāwanatanga
me ngā pakihī. E whakaritea ana:
- kia mōhio koe ki te take e kohikohia
nei ōu mōhiohio, ā, āhea
 - kia tōtika te whakamahi me
te tiritiri i ōu mōhiohio
 - kia pupuri haumarū, whakahaumarū
hoki i ōu mōhiohio
 - kia taēa e koe te whai ōu mōhiohio





Te tiaki i ōu mōhiohio whaiaro

Kia Mōhio mai koe ki Ōu
Tika Tūmataiti!

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