

Your right to know



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

Asking for your information

- You can request your information via email, letter, phone or in person.
- Keep a record of what you asked for, when you asked for it, and which organisation or business you asked for it from.
- If they don't respond, contact their privacy officer. If the privacy officer can't resolve the issue, complain to us.
- You may make an urgent request, but you must explain why your request is urgent. Even then, the organisation or business can refuse the request for urgency. If it does, it must give reasons why.
- Organisations and businesses may transfer your request for information if they aren't the right place to help you. If they do this, they must inform you within 10 working days.

Responding to a request

- The organisation or business must respond to your request for information within 20 working days.
- An organisation or business may, in limited circumstances, extend the 20 working day timeframe. They must tell you why and when they will give you the information.
- An organisation or business can withhold information about you in limited circumstances, but they must tell you why.

Correcting your information

- An organisation or business needs to ensure the information they hold about you is accurate.
- If you think information held about you is wrong (for instance if they listed an incorrect date of birth for you) you can ask them to correct it.
- If they decline to correct the information, they must explain why and attach a statement of correction from you (if you ask them to).
- A statement of correction should be brief and clear to ensure it can be understood in context.
- If an organisation or business refuses to correct your information or attach your statement of correction, you can complain to us.

For more information, visit our website [privacy.org.nz](https://www.privacy.org.nz) and see our AskUs FAQs



0800 803 909 (Mon-Fri, 10am-3pm)



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Privacy Commissioner
Te Mana Mātāpono Matatapu