

Your right to know

Did you know you can ask any agency for information it holds about you? (This can include any business, organisation or government department).

If you think that information is wrong, you have the right to ask for it to be corrected.

The Privacy Act gives you the right to:

- access your personal information (including general personal information, health information, telecommunications information and information on your credit report)
- ask for correction if you think any information is wrong.

Asking for your information

- You can ask for your information by email, letter, phone, or by asking for it in person. Keep a record of what you have asked for, when you asked for it, and which agency you asked for it from.
- You can ask for your information to be provided in a specific way – eg, you can ask to see your information or for a copy of your information.
- An agency can withhold personal information in limited circumstances. If the agency withholds any information from you, it must tell you that it has, and why.
- You should hear back about your request within 20 working days.
- If you haven't heard back or received a response within 20 working days, or if you are not satisfied with the response, contact the agency's privacy officer and see if you can resolve the matter directly.
- If you can't resolve the issue, you can complain to us.

Requesting your information

- An agency may transfer your request to the right place. If it does, it must inform you of this within 10 working days.
- An agency may also, in limited circumstances, extend the 20 working day timeframe. If it does, it must tell you why and tell you when it will give you the information.

- You may make an urgent request in some cases, but you must explain to the agency why your request is urgent. Even then, the agency can refuse the request but must give reasons why.

Correcting your information

- Agencies need to make sure your information is accurate.
- If you think your information is wrong, you have the right to ask the agency to correct it.
- If the agency declines to make the corrections requested, it needs to inform you of this and tell you why.
- If the agency refuses to make the correction you have requested, it must attach a statement of correction from you if you ask it to.
- A statement of correction should be short and clear to ensure it can be read with the disputed information.
- If the agency neither corrects your information nor attaches your statement of correction to it, you can complain to us.

For more help

- If you need help, or more information, phone the Privacy Commissioner's enquiries line on 0800 803 909 (Monday-Friday between 10.00 am - 3.00 pm).
- Postal address: PO Box 10094, The Terrace, Wellington 6143.
- **Website: privacy.org.nz** – we have a variety of resources including AskUs, a knowledge base which provides general guidance about privacy issues (www.privacy.org.nz/Ask)