



**PRIVACY
ACT**

Information requests, what you need to know

From time to time we receive requests for information. These requests need to be managed in accordance with the Privacy Act NZ 2020.

All information about GBWCT staff, students, clients, tenants or other affiliates is protected by the Privacy Act, GBWCT policies, and other regulatory requirements.

All requests for information must follow this procedure to ensure the proper protection of both those individuals and the GBWCT.





What is covered

All information held about anyone.

Information requests related to non-public information about, or actions taken by any member of the GBWCT organisation where such records are under the management and control of GBWCT. This also covers general records, when an individual is not specifically named.

Examples include:

- Non-public information about any individual
- Contact details (internal and external)
- Information on actions taken by GBWCT staff
- Information provided to Government departments (i.e. MSD, MoE)
- Notes written about clients
- Minutes of meetings
- Communications between GBWCT and other agencies

Important to note

This procedure must be followed whether or not the requestor is an external party (e.g., law enforcement, government agency, private individual) or internal (e.g., another member of staff, Board Member).

As a rule of thumb, the GBWCT will never give out private details of any individual for ANY reason without following this procedure first.

If in doubt, check it out.



Process

When a records or information request is received:

1. Forward that request to the General Manager (GM) immediately. Please do not respond to the request yourself
2. Inform the requestor that you have forwarded the request to the GM and cease further contact until the request has been resolved
3. The GM will obtain clarification of the request and forward to the Privacy Officer for processing
4. The Privacy Officer will evaluate the request and approve, deny, or ask for additional information
5. Depending on nature of the request, either the GM or Privacy Officer will respond to the request formally

Important to note

If the request is approved, the GM will notify the requesting party and provide a time frame for the information to be delivered (must be within 20 days from receipt of request).

The information provided must not be broader than the specific scope that was approved.

If the request is not approved, the GM will notify the requesting party.

These requests are often confidential in nature. Involved parties must only disclose the existence of the information request to those needed to follow this procedure, and then only what is needed to complete the process.

Under no circumstances may information or records be provided without Privacy Officer approval.



Privacy is precious

PROTECT IT. RESPECT IT.

Privacy Act 2020

Know what's new



FAQ's

Q. Can I give out contact details?

A. The short answer is no, unless:

- You have been give permission to do so
- Those contact details are otherwise already publicly available (i.e YS, CC)

Q. What if it is an emergency?

A. Let the Manager or the Privacy Officer decide

Q. What do I do if I think there has been a privacy breach?

A. Let the GM and the Privacy Officer know immediately

Q. Can I share information with other agencies?

A. Only if the client has completed a 'Consent to Share Information' Form

Q. Can I share information if I wish to make a report of concern?

A. Yes, but you should always talk to the GM first

FAQ's Cont.

Q. How long do we keep records for?

A. Client records are kept for 10 years, financial records are kept for 7

Q. What do I do if I suspect that personal data has been lost?

A. Inform the GM and Privacy Officer immediately

Q. When do I use the BCC (blind copy) function on emails?

A. When you are sending to multiple recipients who would not otherwise have each others email addresses

Q. What other measures can I take to protect privacy?

A. Read the GBWCT policies related to privacy and confidentiality for more information. Also, talk to the Privacy Officer

