

Your rights and how to contact us

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. You are welcome to contact us to access or update your personal information or raise any other concern about Barnardos Aotearoa.

For more information

If you have any queries about the information we have about you, or you'd like to see it, you can talk to the person you're working with at Barnardos Aotearoa.

You can also contact our Privacy Officer:

- 📞 0800 BARNARDOS
- ✉️ privacy@barnardos.org.nz
- 🏠 The Privacy Officer, Barnardos,
PO Box 6434, Wellington 6141

If you're not satisfied with our response, you can contact the Privacy Commissioner's office on **0800 803 909** or by emailing enquiries@privacy.org.nz

You can also find more information about

- 📞 0800 227 627
- 🌐 barnardos.org.nz



Protecting your privacy

Important information about how we'll work with you and your child



Kia eke ai te hunga taitamariki
ki ngā rangi tūhāhā



Your privacy is important to us

We only collect personal information about you so that we can ensure you receive the relevant services and support from us.

We try to collect your personal information directly from you. At times we may also collect personal information about you from other people or agencies in order to provide you with the services you need.

We collect information

- If we believe in good faith that we are required to do so by law
- If you have given us permission
- If the person working with you needs to share information to provide you with a service
- If you or someone else's life or health is at risk and sharing this information could help to prevent harm to you or that person
- If it being shared in a way where you are not personally identifiable, for example as statistical data where the individuals involved are not identifiable.

Storing your information

To protect your information, we have strict privacy and confidentiality processes for our staff, educators and caregivers and we provide training on privacy and confidentiality to our workforce.

Your personal information will generally be stored in Barnardos' databases or databases maintained by our service providers. Many of these databases are stored on servers located in New Zealand and Australia.