

IMAC Privacy Statement

1. Introduction

The Immunisation Advisory Centre (**IMAC**) is a business unit within the University of Auckland (**the University**).

This Privacy Statement sets out generally how IMAC collects, uses, stores and discloses personal information. We may include more details of how we handle personal information for each of our specific services in additional privacy notices and/or information provided to you in connection with that service. Any such additional privacy notices should be read in conjunction with this Privacy Statement.

From time to time, we may review and update this statement. Updates are uploaded to the Website and take effect from that date. Please ensure that you are aware of the most recent version of this statement. This Privacy Statement was last updated on **15 January 2026**.

2. Who we collect and hold information about

Generally, we collect personal information about the following types of people:

- Members of the health sector workforce including health professionals and trainees who:
 - access our **training and development** services, including our online learning courses and webinars;
 - contact us via our Clinical Communications Centre for advice on immunisation and vaccination-preventable diseases;
- **Participants in research** studies; and
- **others** who access our resources, browse our Websites or register to receive our newsletters.

3. Training and development

3.1 Collection of information

Where you engage with us as a member of the health sector workforce for the purposes of training and development, we collect your personal information in the following ways:

- When you register your interest in our courses, we collect name, physical address, affiliated District or other affiliated organisation, email address, contact phone numbers, your current role/occupation and organisation of employment, and other information that you choose to provide to us (for example, health practitioner registration details, ethnicity).
- We also collect information about you from other sources, including your affiliated District/organisation or the Ministry, where you have been nominated by your affiliated District/organisation or Ministry to attend one of our courses.

3.2 Use of information

We use the information you provide, in conjunction with information provided to us by others, to:

- verify who you are and the accuracy of any information you have provided (for example, name spelling, identity, qualifications or role you hold);

- prevent multiple profiles being created for the same person, so that we can effectively liaise with Districts/other affiliated organisations and Te Whatu Ora in helping coordinate national immunisation strategies;
- determine your entitlement to enrol in the course in which you are interested;
- prioritise enrolments where directed to do so by Te Whatu Ora (for example, nurses intending to provide immunisations for Te Whatu Ora's requirements under the New Zealand National Immunisation Schedule are prioritised for relevant courses) or where spaces are limited and you have unsuccessfully attempted to pass the course a number of times previously;
- provide our courses to you for which you are enrolled;
- record your attendance and completion of our courses, and to assess your eligibility for accreditation; and
- share information with Districts/other affiliated organisations and Te Whatu Ora for the purpose of providing you with education and clinical support as required. This includes information about clinical assessments you might undertake as part of the authorisation requirements to administer vaccines.

As part of your course completion, your work may be required to undergo peer review. We use the information received from those reviewers to assess your completion of the course and entitlement to accreditation.

If you choose not to provide information that we have indicated is mandatory, or if we are unable to verify the accuracy of any information you provide, we may be unable to register your interest or enrolment for the course you are hoping to undertake.

4. Participants in research

IMAC carries out research involving individuals as participants. We carry out our research either ourselves or in collaboration with our research partners. We also support third party researcher efforts to recruit participants for their research where relevant to our activities. As part of these activities, where you have engaged with us as a health professional or trainee, or you have otherwise consented:

- we may contact you separately to ask if you would like to participate in any research studies that we or our research partners are undertaking; and/or
- we may share your contact details with third parties who are seeking suitable candidates to participate in research studies;

and in each case:

- we will use or share your information in this way only where relevant to the nature of your engagement with us and in accordance with required ethical standards;
- if you do not wish to be contacted about participating in research studies, please let us know by contacting us here; and
- where you choose to engage with us or our research partners as a participant in a research study, more information on how your personal information will be handled will be set out in the participant information sheets and consent forms provided to you as part of that process.

5. General processing of information

5.1 Use of information

We also use personal information for the following purposes:

- we record calls made to our 0800 IMMUNE phone line, for training and quality assurance purposes;
- administrative purposes, including to correspond with you;
- we may contact you as part of our quality assurance activities to ask about the quality of your experience in using our Services;
- evaluating our own performance, and the impact of our Services on health and other social sectors, both for our own purposes and as part of our commitments to Te Whatu Ora; for example, we use ethnicity, occupation and location to monitor the reach and uptake of our Services across different demographics to assess if we are effectively reaching intended audiences;
- marketing and related purposes, as set out below in paragraph 6;
- health and safety purposes, for example, where you attend one of our courses on-site;
- facilitating communications between you and other members of professional interest groups for which you have registered;
- other purposes for which you have given us your consent, for example, where you have provided consent to your affiliated District/organisation to access your course-related information for their purposes; or for example, where you consent to us posting an image or video of you on our website or Facebook page; and
- other reasons permitted under the Privacy Act.

5.2 Disclosure of information

We may share personal information with the following persons and organisations:

- other business units within the University, but only to the extent necessary to enable us to fulfil our other purposes as set out in this Privacy Statement;
- our research partners, and third-party researchers, as set out in paragraph 4;
- our third-party service providers, as set out in paragraph 7;
- with your affiliated District/organisation and Te Whatu Ora, where you have successfully completed one of our courses, for the purposes of feedback and/or employment opportunities relevant to your qualification;
- Te Whatu Ora, where you engage with us as a health professional or trainee for the purposes of training and development, to support workforce planning, accreditation verification, and in accordance with our reporting and other contractual commitments to Te Whatu Ora; and
- other reasons permitted under the Privacy Act.

6. Marketing and cookies

6.1 Marketing

We do not sell your personal information to third parties for their marketing or other purposes.

Where you have signed up to be on our mailing list or have otherwise provided us with your consent, we may send you information about our Services, and/or events and services of our third party partners, including via email and other electronic messaging. You have the right to unsubscribe from those communications.

We may also use the information you have provided to us, along with our administrative and training records and information provided to us by Districts/other organisations and Te Whatu Ora, to help identify suitable candidates for our other courses, particularly, where there is a public health need to increase the numbers of health professionals qualified under that course (for example, to identify suitable candidates for training to be a Covid-19 vaccinator or administrator). We may contact you using your contact details to invite you to participate in such a course.

We or others may contact you to see if you would like to participate in certain research studies, as set out above in paragraph 4.

6.2 Cookies

Cookies are very small text files that are sent to your browser or device from our web server and stored on your computer/device hard drive. The text file is sent back to the server each time the browser requests a page from the server. We use cookies and similar digital tracking tools to help remember users and monitor how they interact with our Websites. For example, we may use cookies to authenticate users, remember user preferences, and determine website traffic and trends.

Cookies cannot damage files, nor can they read information from the hard drive of a computer. You can disable the acceptance of cookies by adjusting the settings in your web browser, although this may restrict your ability to access some areas of our Websites.

When you visit and access our Websites, the IMAC server typically collects:

- your browser's internet address;
- your server's address;
- your domain name;
- your IP address;
- the date and time of your visit to the site;
- the pages you accessed and documents downloaded;
- the previous site visited;
- the type of browser you are using; and
- the username entered if accessing a restricted site.

IMAC uses this information for statistical purposes and for system administration tasks to maintain the Websites. IMAC does not attempt to identify individuals as part of regular business practice.

7. Storage and security of information

We take reasonable security safeguards to ensure that your personal information is protected against unauthorised loss, access, use, modification, disclosure and other misuse.

We use trusted third party providers to store information and/or to use their applications and other tools for our own purposes. We use these providers and their applications under terms that do not permit the provider to use your information for any purpose other than storage and processing for the services for which we use them and/or in an aggregated (anonymised) form for the purposes of monitoring traffic and to improve the services. Paper records are securely destroyed using our trusted third party provider, Iron Mountain.

We keep personal information only for as long as we need it or are required by law to keep it.

8. Your rights to access and correct your information

You can:

- ask us to confirm what personal information we hold about you;
- request access to and correction of your personal information; and
- provide us with a statement of correction to attach to your personal information if we choose not to correct your personal information.

We may choose not to provide you with access to your personal information for certain reasons set out in the Privacy Act, for example, where:

- to do so could disclose information about another individual;
- to do so could endanger the health or safety of an individual or the public; or
- the information is protected by legal professional privilege.

If we provide access to your information, we may provide you with a copy, extract or summary of that information.

If you wish to exercise any of your rights under the Privacy Act, please contact us at imacprivacy@auckland.ac.nz. You will need to:

- clearly state your request and that it relates to information potentially held by IMAC;
- tell us who you are and provide reasonable evidence of your identity if we ask; and
- tell us if (and why) your request is urgent.

9. Keeping your information up-to-date

It is important that any contact details we hold about you are kept up-to-date. For example, we may need to contact you urgently if we suffer a security event such as unauthorised access or disclosure of your personal information. So we can contact you, please keep your profile up-to-date on the relevant website that holds your information, (for example lms.immune.org.nz).

Where we identify discrepancies or potential errors with your information, we will take reasonable steps to contact you directly to verify (and if necessary correct) the accuracy of the information we hold about you. In isolated instances, we may need to make a correction to information we hold about you even though we have been unable to verify this with you directly, where it is necessary to ensure that we can effectively liaise with your affiliated District, Te Whatu Ora or other relevant organisation, as part of our role in helping coordinate and deliver national immunisation strategies.

10. Enquiring or complaining about your privacy

If you have any concerns about the way we've collected or processed your personal information, let us know, so we can try to put the matter right. To raise your concerns:

- Email us directly at imacprivacy@auckland.ac.nz; or
- Email the University Privacy Officer at privacy@auckland.ac.nz.

If we can't resolve your concerns, you can also make a complaint to the Office of the New Zealand Privacy Commissioner by:

- Completing an online complaint form at www.privacy.org.nz
- Writing to the Office of the Privacy Commissioner, PO Box 10-094, The Terrace, Wellington 6143, New Zealand