Consumer Privacy Statement

Policy Overview

Purpose	Explain how Continence NZ collects, uses, stores and protects personal and health information when people access our services, resources, education or support. Continence NZ protects personal and health information with care, respect and transparency, in line with New Zealand privacy law and good governance practice.
Applies to	Anyone who contacts or receives services from Continence NZ, including through our helpline, website, email, events and other services.
Approved by	Executive Committee
Related documents	Continence NZ Privacy Policy
Related legislation	Privacy Act 2020; Health Information Privacy Code 2020
Review	Every year, or sooner if required by legislative or organisational change.

1. Our Commitment

Continence NZ respects your privacy and is committed to protecting your personal and health information.

We collect, use, store and protect personal information in accordance with the **Privacy Act 2020**, the **Health Information Privacy Code 2020**, and our **Privacy Policy**.

We collect only the information reasonably necessary to provide our services and support.

2. How You May Interact With Us

You may interact with Continence NZ in a variety of ways, including through:

- our 0800 helpline
- email

- our website
- online enquiry forms
- education events and webinars
- resource requests
- Toilet Card enquiries and applications
- newsletters
- social media
- health professionals or carers contacting us on your behalf.

This statement applies to all of these interactions.

3. Information We May Collect

Depending on how you interact with us, we may collect:

- your name
- contact details (such as your email address, phone number or postal address)
- information you choose to share about your bladder or bowel health
- information needed to respond to your enquiry or provide services
- event registration information
- newsletter subscription details
- feedback or survey responses
- age, ethnicity or other information required for contractual reporting purposes
- limited technical information when you visit our website, such as your browser type or website usage information.

Where practicable, we collect information directly from you.

4. Why We Collect Your Information

We collect personal information so we can:

- respond to your enquiries
- provide information, education and support
- send requested resources
- administer education events and webinars
- process Toilet Card enquiries and applications
- send newsletters or other information you have requested
- improve our services
- meet our legal, contractual and funding obligations.

Where required under our funding agreements, Continence NZ provides Health New Zealand with de-identified statistical information, such as age and ethnicity, for contract reporting purposes.

5. Family members, Carers and Health Professionals

Sometimes a family member, carer or health professional contacts Continence NZ on behalf of another person.

Where appropriate, we will collect and use this information in accordance with the Privacy Act 2020 and will only disclose personal information where authorised or permitted by law.

6. How We Protect Your Information

Continence NZ takes reasonable steps to protect personal information from loss, unauthorised access, use, disclosure or misuse.

Personal information is stored using secure business systems and is accessible only to authorised personnel who require the information to perform their duties.

Information is retained only for as long as necessary to meet legal, contractual and operational requirements before being securely destroyed or de-identified.

Continence NZ does not share your identifiable personal or health information with third parties unless you have given your consent, it is required or authorised by law, or it is necessary to support the services we provide. Where required under our funding agreements, we provide Health New Zealand with de-identified statistical information, such as age and ethnicity, for contract reporting purposes. This information does not identify you personally.

7. Our Website

When you visit our website, we may collect limited technical information through cookies or website analytics to help us understand how people use our website and improve our services.

Most web browsers allow you to manage or disable cookies through your browser settings.

Our website may contain links to external websites. Continence NZ is not responsible for the privacy practices of those websites, and we encourage you to read their privacy statements.

8. Third-Party Service Providers

Continence NZ uses trusted service providers to support our operations, including secure business systems, website hosting and electronic communications.

Where personal information is processed on our behalf, we take reasonable steps to ensure it is protected in accordance with the Privacy Act 2020.

9. Your Privacy Rights

You have the right to:

- request access to the personal information Continence NZ holds about you
- request correction of your personal information if you believe it is inaccurate
- raise any privacy concerns or complaints with us.

Requests will be managed in accordance with the Privacy Act 2020.

10. Contact US

If you have any questions about this Consumer Privacy Statement or how Continence NZ manages your personal information, please contact us.

Chief Executive / Privacy Officer
Email: info@continence.org.nz
Phone: 0800 650 659
Website: www.continence.org.nz

If you are not satisfied with our response, you may also contact the **Office of the Privacy Commissioner**.

Related Documents

- Continence NZ Privacy Policy

Document Control

Document Name	Consumer Privacy Statement
Version Number	1.0
Author / Role	Chief Executive
Approving Body	Executive Committee
Date Approved	July 2026
Review Cycle	Every year
Next Review Date	July 2027