Privacy Statement

Tai Timu Tai Pari | Tama-Ariki

At Tama-Ariki, we respect the privacy of tamariki, whānau, community members and professionals who connect with us.

Tama-Ariki is led by **Tai Timu Tai Pari**, and personal information collected through Tama-Ariki and Te Ātea is managed in accordance with the **Privacy Act 2020** and our organisational privacy requirements.

What information we may collect

We only collect personal information that is reasonably necessary to support our mahi.

Depending on how you engage with us, this may include:

- your name and contact details
- information about tamariki, rangatahi and whānau
- information you provide through an online form, referral or enquiry
- information about your circumstances, needs, safety or wellbeing
- records of our engagement and communication with you
- information provided by a professional, community organisation, whānau member, representative or another agency.

Information may be collected through our website, online forms, phone calls, emails, hui, referrals, visits to Te Ātea, or through our work alongside whānau and partner organisations.

Sometimes we may receive information about you from another person or organisation. Where required, we will take reasonable steps to make you aware that we have received this information and why.

Why we collect information

We may collect and use personal information to:

- understand the concerns, needs or circumstances of tamariki and whānau
- determine how Tama-Ariki or Te Ātea may be able to help
- connect whānau with appropriate support
- coordinate support with partner organisations where appropriate
- support the safety and wellbeing of tamariki and whānau
- communicate with you and maintain appropriate records
- meet our legal, contractual, reporting, funding and accountability requirements.

We will only use personal information for the purpose it was collected for, a directly related purpose, where you have authorised its use, or where its use is otherwise permitted or required by law.

Sharing your information

We respect the confidentiality of the information shared with us.

Information may be shared with authorised Tama-Ariki or Tai Timu Tai Pari kaimahi and, where appropriate and lawful, with partner organisations, trusted service providers or other agencies involved in supporting tamariki and whānau.

Where possible and appropriate, we will be open with you about when and why information needs to be shared and seek your consent where required.

There may be circumstances where information can be shared without consent where this is permitted or required by law. This can include situations where sharing information is necessary to prevent or lessen a serious threat to someone's life, health or safety.

Keeping your information safe

We take reasonable steps to protect personal information from loss, misuse, unauthorised access or disclosure.

Access to personal information is restricted to people who need it for authorised purposes. We use appropriate physical, operational and electronic safeguards to protect the information we hold.

We keep personal information only for as long as it is needed, including where information must be retained to meet legal, contractual, funding, audit or operational requirements. When information is no longer required, it is securely deleted or destroyed.

Accessing or correcting your information

You have the right to ask for access to personal information we hold about you and to ask us to correct information you believe is inaccurate.

If we do not agree to make a requested correction, you can ask us to attach a statement outlining the correction you requested.

Requests for access or correction can be made by contacting us using the details below.

Privacy concerns or complaints

If you have a concern about how your personal information has been collected, used, stored or shared, we encourage you to contact us.

We will consider privacy concerns and complaints promptly and fairly and will work with you to resolve the matter where possible.

You also have the right to make a complaint to the **Office of the Privacy Commissioner**.

Contact us

For questions about this Privacy Statement, to request access to or correction of your personal information, or to raise a privacy concern, please contact:

Privacy Officer
Tai Timu Tai Pari
admin@tttp.co.nz
0800 824 8468

Tama-Ariki | Te Ātea
www.tamaariki.nz

This Privacy Statement should be read alongside Tai Timu Tai Pari's Protection of Privacy Policy.