



Privacy Policy

Purpose

The purpose of this policy is to ensure that ADRA New Zealand fully complies with all the requirements of the New Zealand Privacy Act 1993.

Introduction

This policy outlines how ADRA New Zealand manages and treats personal information. It describes the kinds of information ADRA collects, why and how ADRA collects it and how ADRA stores and uses it. It outlines how persons can access and correct their personal information and the privacy complaints process.

Within the Privacy Act there are 12 Principles that must be applied. These principles can be summarised as:

1. Only collect personal information if you really need it
2. Get it straight from the people concerned where possible
3. Tell them what you're going to do with it
4. Collect it legally and fairly
5. Take care of it once you've got it
6. People can see their personal information if they want to
7. They can correct it if it's wrong
8. Make sure personal information is correct before you use it
9. Get rid of it when you're done with it
10. Use it for the purpose you got it
11. Only disclose it if you have a good reason
12. Only assign unique identifiers where permitted.

See <https://www.privacy.org.nz/the-privacy-act-and-codes/privacy-principles/> for detailed information about each principle.

Scope

This policy applies to all ADRA New Zealand personnel, contractors, sub-contractors, interns and volunteers working with partner organisations, and all in-country partner organisations who either collect personal information on behalf of ADRA New Zealand, or have access to personal information that ADRA New Zealand stores.

Policy

1) Information ADRA New Zealand collects

What information does ADRA collect?

ADRA collects personal information about donors, volunteers, employees, and other individuals connected to ADRA. The kinds of information ADRA collects may vary depending on our interaction with person or persons and may include their name, address, telephone number, email address,



date of birth, gender and bank account details.

Some information ADRA collects is 'sensitive information'. The collection of such information will depend on the nature of ADRA's interaction with the person or persons. For example, if someone makes an application for employment with ADRA or to volunteer at an ADRA project, ADRA will collect sensitive information about the person relating to child protection checks, their criminal record history, and their health. ADRA may also collect information about a person's or persons' religious beliefs or affiliations and their racial or ethnic origin to help ADRA provide relevant services and offers based on their preferences, interests and associations and advise them of activities and events which may be of particular interest to them. ADRA will only collect such information where their consent has been obtained.

How does ADRA collect personal information?

ADRA collects most information directly from the person concerned. ADRA may collect information via their communication and interaction with ADRA, including where they fill out an ADRA form, if they contact ADRA in person, by email, telephone, online or via social media, where they attend an ADRA event, make a donation, register to become a volunteer or are otherwise associated with ADRA (such as an ADRA Leader or Prayer Warrior), apply for employment, or participate in any marketing or fundraising campaigns.

On some occasions, ADRA may collect personal information about person or persons from third parties, such as nominated referees during job applications, church or youth groups, employers, family or friends. ADRA may also collect information about a person that is publicly available, for example from public registers or social media, or which is made available to ADRA by third parties. ADRA utilises 'cookies' which enable ADRA to monitor traffic patterns on the ADRA website and to serve website visitors more efficiently if they revisit it. A cookie does not identify a person but it does identify their computer. Browsers can be set to notify when a cookie is received and this will provide an opportunity to either accept or reject it in each instance.

2) What does ADRA use personal information for?

The main purpose for collecting personal information is to enable ADRA to better provide its programmes and services. ADRA may use and disclose personal information for this purpose including conducting our activities; employing staff and volunteers; processing donations; to inform about promotions, fundraising and activities which we think you may be interested in; marketing, improving, supporting and enhancing ADRA programmes and services; communicating with a person or persons; and meeting our legal obligations. From time to time, ADRA may also compile statistical data from the personal information ADRA has collected from for fundraising benchmarking and analytic purposes.

If anyone does not wish to receive information about promotions, fundraising or activities ADRA thinks people may be interested in, they can opt-out by contacting ADRA.

3) Who does ADRA disclose personal information to?

ADRA may disclose personal information to related organisations, such as ADRA offices in other countries and the Seventh-day Adventist Church, which assist with ADRA with the provision and functioning of ADRA activities (including through facilitating overseas volunteering opportunities,



overseeing our aid and development programmes, and assisting with processing applications for employment and volunteering). ADRA may also disclose personal information to other companies or individuals who assist ADRA in supplying our programmes and services or who perform functions on our behalf, such as auditors, fundraising and benchmarking analysts ; where required or authorised by law to do so; and to anyone else whom you authorise us to disclose it. Some of these third parties may be located overseas, including in countries to which ADRA provides volunteers for programmes and services, or where there are other ADRA offices. ADRA do not swap or sell personal information.

4) Keeping personal information secure

ADRA New Zealand may securely store personal information in different ways, including in hard copy and electronic form. Generally, personal information is maintained on a secure database and in hard copy files located in New Zealand. Storage of personal information of staff and volunteers may also be undertaken on our behalf by the Seventh-day Adventist Church.

ADRA takes such steps as are reasonable in the circumstances to protect your information from risks such as misuse, interference and loss, and from unauthorised access, modification or disclosure.

These steps include:

- training and reminding our staff of their obligations with regard to personal information;
- using software which encrypts information (where a lock symbol appears on the browser window);
- utilising passwords, firewalls and virus scanning tools, and protection in buildings where personal information is stored, to prevent against unauthorised access to ADRA systems; and
- restricting staff and volunteers that have access to the databases that store user information and to personal files.

If ADRA no longer requires personal information, ADRA will take reasonable steps to destroy or de-identify it.

5) Accessing and correcting personal information

ADRA seeks to ensure that all personal information collected and stored in its files and database systems is correct and accurate.

Individuals may at any time request access to, or correction of, the personal information ADRA holds by contacting us on the details set out below. ADRA will endeavour to meet or advise of the outcome of such a request within 30 days of receipt of that request.

6) Enquiries and complaints

For any privacy enquiries, issues or concerns, including a complaint that ADRA has breached the New Zealand Privacy Principles, contact ADRA via the details set out below:

Mail: The Privacy Officer
ADRA New Zealand
P.O. Box 24-111, Royal Oak, Auckland 1345

Phone: +64 9 625 0888

Email: adra.info@adra.org.nz



ADRA NZ requests that any complaint is made in writing. ADRA NZ will investigate any complaint and will notify the person of the decision in relation to their complaint as soon as is practicable after it has been made. An unresolved complaint may be made to the Office of the Privacy Commissioner (visit <https://www.privacy.org.nz/your-privacy/how-to-complain/> for further information).

Appendix 1: Definitions

Personal information is any information about an individual (a living person) as long as that individual can be identified.