



The B.R.A.V.E. Foundation

Privacy Policy

Introduction:

The B.R.A.V.E. Foundation (B.R.A.V.E.) complies with the New Zealand Privacy Act 2020 when dealing with personal information. Personal information is any information that is about you or could identify you. Your name is the most basic example, but there is other identifiable information.

The fundamentals about your privacy rights that you need to be aware of are:

- you know when and why your information is being collected
- your information is used and shared appropriately
- your information is kept safe and secure
- you can access the information an organisation holds about you

We take privacy matters seriously here at B.R.A.V.E.

This policy sets out how we will collect, use, disclose and protect your personal information. This policy will also advise how we will respond to any breaches of privacy. This policy does not limit or exclude any of your rights. If you wish to seek further information on the New Zealand Privacy Act 2020, see www.privacy.org.nz

1. Collecting Information

When we collect information from young people we will:

- Collect information directly from the young person where possible
- Collect information from third parties where the young person has authorised this or the information is publicly available
- We will inform the young person as to why we are collecting the information: Collecting information for the purpose of providing care and support to the young person, or for some other legal purpose

Where we collect personal information about you:

- You (the young person): when you provide that personal information to us, including via our website and any related service, through any registration/ referral process, through any contact with us (e.g. telephone call, text, email or Facebook message)
- If you provide us with personal information over the internet, the provision of that information is at your own risk
- B.R.A.V.E also collects information through website cookies. Cookies are small pieces of information that are stored on a user's computer. We use cookies to personalise your experience on the website, make it easier for you to navigate our site, and improve your experience by storing your search, posting and application history. Cookies can be disabled via your web browser; however doing so may limit your access to some of the website's content and features. We may use cookies to track non-personally identifiable information such as usage and volume statistics, for research purposes in order to further develop our Website.



2. Using information

We will use your personal information:

- to verify your identity
- to provide services and support to you
- to gain access to other means of useful support i.e. referrals to other agencies or organisations
- to respond to communications from you, including compliments and complaints
- to protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or the Act
- to report to external stakeholders to meet contractual requirements

B.R.A.V.E. staff must consult with The B.R.A.V.E Foundation trustee/s before disclosing a young person's information without their consent.

3. Disclosing Information

We will not disclose a young person's information without their consent (or the consent of their nominated representative), unless we reasonably believe that it is not possible for the young person to give their consent, and:

- the disclosure is for the purposes of the young persons' treatment (e.g. a referral)
- the disclosure is to the young person's caregiver and the young person hasn't objected to the disclosure
- it is necessary for us to disclose the information to prevent a serious and immediate threat to the young person or another person's life or health
- the disclosure is made for the purposes of a criminal proceeding
- the disclosure is to a social worker or the police and concerns regarding suspected child abuse;

B.R.A.V.E. staff must consult with The B.R.A.V.E Foundation trustee/s before disclosing a young person's information without their consent.

4. Answer Phone Messages

When a staff/trustee member call and leave a message on a young person's answer machine, they **must not** say the reason for their call. They must leave a message on the answer machine stating that they would like the young person to call back.

If the young person has given verbal consent that a message may be left on their answer machine by B.R.A.V.E. staff/trustee members identifying themselves, a note will attached to the client file to authorise this procedure.

5. Protecting your personal information

We understand that privacy of personal and sensitive information is paramount. We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.



6. Storing Information

The B.R.A.V.E Foundation can keep young people's information for as long as we need the information to support the young person, and must keep the young persons' information for a minimum of 10 years from the date that support was last provided.

The B.R.A.V.E Foundation must destroy a young person's information in a way that ensures the confidentiality of the information. e.g. documents should be put in a document shredding box

Young people are entitled to ask The Foundation to confirm whether we hold information about them and to access the information unless we have lawful reasons for withholding the information. Young people are also entitled to ask The Foundation to correct the information

7. Accessing or correcting your personal information

Young people are entitled to ask B.R.A.V.E. to confirm whether we hold information about them and to access the information; unless we have lawful reasons for withholding the information. You also have the right to make corrections to your personal information that B.R.A.V.E. holds for you.

If you want to exercise either of the above rights, then please provide a written (hardcopy or email) request . Your request should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting). Please understand if you are requesting a substantial amount of information, we need appropriate and adequate time to do so. We will do our best to meet your request. If you have questions about accessing your personal information, please visit www.privacy.org.nz

8. Internet Use

We take reasonable steps to maintain secure internet connections. If you provide us with personal information over the internet, the provision of that information is at your own risk.

If you post your personal information on our websites, social media platforms etc., you acknowledge and agree that the information you post is publicly available.

If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

9. Privacy Breaches

Here at B.R.A.V.E. we endeavour and aim to protect those engaging with our organisation, and their information. Unfortunately, we understand there may be a circumstance where a privacy breach has been identified, and we must act.



Under the Privacy Act 2020, if B.R.A.V.E. has a privacy breach that either has caused or is likely to cause anyone serious harm, we must notify the Privacy Commissioner and any affected people as soon as we are practically able.

The expectation of the Privacy Commissioner is that a breach notification should be made to their Office no later than 72 hours after the agencies are aware of a notifiable privacy breach.

10. Imagery and photographs

The images on our website, galleries, or those posted to our social media have the consent of those in the images to be used for the purpose of B.R.A.V.E.

These images belong to the B.R.A.V.E. Foundation and need to have our written consent to be used for any purpose outside of B.R.A.V.E. activities and services, unless consent has been given explicitly from those in the photos.

The B.R.A.V.E. logo is the property of The B.R.A.V.E. Foundation and our consent must be granted for this to be used on other platforms that is not our own. You can contact us to discuss this.

11. Contacting us

If you have any questions about our privacy policy, about our privacy practices, or you would like to enact your right to access or correct your personal information, you can contact us at:

Phone: 027 302 4840

Email: admin@thebravefoundation.org.nz

For more information on privacy laws in New Zealand or to contact the Office of the Privacy Commissioner, please visit www.privacy.org.nz