

PRIVACY POLICY

NEW ZEALAND FIREFIGHTERS WELFARE SOCIETY

INTRODUCTION

The Trustees of the New Zealand Firefighter Welfare Society (NZFFWS) Healthcare99 (HC99), a subsidiary of NZFFWS, comply with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

CHANGES TO THIS POLICY

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that we upload the revised policy.

This policy was last updated in December 2020

WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM

We collect personal information about you from:

- ▲ you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g., telephone calls or email), or when you buy or use our services and products
- ▲ third parties, such as Fire and Emergency NZ, when and where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

HOW WE USE YOUR PERSONAL INFORMATION

We will use your personal information:

- ▲ to verify your identity
- ▲ to provide NZ Firefighters Welfare support to you and your family.
- ▲ to provide NZFFWS Benefits.
- ▲ to share with our support team such as Station Reps, Staff and Board for the care and welfare if required for you and your family.
- ▲ to market our services and products to you, including contacting you electronically (e.g., by text or email for this purpose)
- ▲ to improve the services and products that we provide to you.
- ▲ to invoice you and to collect contributions that you owe us, including authorising and processing credit card transactions.
- ▲ to engage with FENZ (Fire and Emergency NZ) payroll to ensure membership contributions are deducted.
- ▲ to engage with FENZ to update personal details if required.
- ▲ to engage with the NZ Firefighters Credit Union on your behalf to arrange contribution deductions.
- ▲ To provide Gallagher Bassett information when you join Healthcare 99.
- ▲ to engage with Aon NZ on your behalf to arrange contribution deductions,
- ▲ to respond to communications from you, including any complaints
- ▲ to conduct research and statistical analysis (on an anonymised basis)
- ▲ to protect and/or enforce our legal rights and interests, including defending any claim
- ▲ for any other purpose authorised by you or the Act.

DISCLOSING YOUR PERSONAL INFORMATION

- ▲ There may be times our IT/Database management company “Infosoft Limited”, requires access to our database, server and our website. This will only be done to fix or update any maintenance issues that may have arisen
- ▲ If you book a NZ Firefighters Welfare holiday/convalescent home. Your contact details are provided to our caretakers.
- ▲ To any banking organisations that you have provided a direct debit for.
- ▲ to Gallagher Bassett our Healthcare 99 Administrators
- ▲ to the Police and Army Welfare Organisations for the purpose of Holiday home Bookings.
- ▲ to Companies that provide Gift baskets/flowers or other benefits that are provided for the care and welfare of your family that cannot be sent directly from the NZFFWS office.
- ▲ a credit reference agency for the purpose of credit checking you.
- ▲ other third parties (for anonymised statistical information).

- ▲ a person who can require us to supply your personal information (e.g., a regulatory authority).
- ▲ any other person authorised by the Act or another law (e.g., a law enforcement agency).
- ▲ any other person authorised by you.
- ▲ Only when Relevant and necessary to any NZ Firefighter Welfare Society Authorised Station Representatives, NZ Firefighters Welfare Board Members, the Secretary, Treasurer, or staff.

PROTECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

We will keep information safe by storing it in a secure database, a secure building and on our secure NZFFWS server. Only authorised persons have access to our data base

We will keep your information for the term of your membership. If you resign your membership from the organisation, all information will be archived after seven years. Should you wish to re-join before the archive date – your information will be reinstated from the archives

After seven years your records will be securely destroyed. Your information will be archived on our database and all paper records will be disposed of securely.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at thesec@firefighters.org.nz. Your email should provide evidence of who you are and set out the specific details of your request (e.g., the personal information, or the correction, that you are requesting). NZFFWS may contact you directly to confirm identity.

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

INTERNET USE

While 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 the website's such as, but not limited to Facebook, Twitter, message boards or chat rooms, 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.

COOKIES

We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the website. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all the features on our website.

CONTACTING US

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at thesec@firefighters.org.nz or contact the office 0800 653 473