

# Welfare Guardians Canterbury

## Privacy Statement

This privacy statement explains how Welfare Guardians Canterbury (a registered charitable trust) collects, stores, uses and shares your personal information, whether or not it is collected via this website.

We may update this privacy statement from time to time, for example, to reflect changes to the Privacy Act, so please check in again occasionally to see what might have changed.

This first section of this statement sets out the information that applies to everyone we interact with. Later sections of this statement set out matters that are specific to different categories of people we interact with (clients, donors, volunteers, visitors to our website, respondents to surveys, polls and petitions and people who attend our events and talks).

## General Information

### Collecting information

We only collect personal information where this is necessary to carry out our functions. You do not have to provide your personal information to us however, we may not be able to effectively provide you with services or carry out our functions if you do not provide us with the information we need.

We may collect personal information about you either directly from you or from third parties such as contractors, service providers and suppliers who are acting for or on behalf of us in accordance with the Privacy Act 2020. We may also collect, with your consent, information from health professionals in accordance with the Privacy Act 2020 and Health Information Privacy Code 2020.

We may generate additional personal information about you when we carry out our functions, for example, we may note a phone call with you in our systems.

### Use and retention of information

We will only use and share your personal information for the purpose(s) for which it was collected or generated, or directly related purposes. This may include to:

- provide you with services
- seek and receive donations from you
- engage you as a volunteer
- engage with you at our community events
- respond to communications from you, including feedback or opinions
- process your application for employment with us
- undertake research or statistical analysis (on an anonymised basis)
- comply with health and safety policies
- use it for any other purpose authorised by you
- use it for our own internal business purposes including record keeping, reporting and improving/enhancing our services, activities and systems.

We will keep your personal information for as long as we need it for these purposes, or to meet other legal requirements.

## Access to personal information and correction

You can ask us for access to, or correction of, your personal information at any time.

Please notify us of any changes to your personal information as soon as possible so we can ensure your personal information is accurate and current. You can do this by contacting our Trust Coordinator through any of the following methods:

- email: cwcwgt@gmail.com
- phone: 020 4189 3045
- post: Welfare Guardians Canterbury, c/o Age Concern Canterbury, 24 Main North Road, Papanui, Christchurch 8053

## Sharing your information

We only share personal information when it is necessary or desirable to do so, such as with the residential care facilities we work with.

## Storage and Disposal

Your personal information is stored in our Information Management System. Only those staff members or volunteers who need access to your personal information to provide our services will have access to this system. Your personally identifiable information (PII) will be kept for no longer than it is needed and disposed of securely.

## Information relating to Particular Information

### Volunteers

#### Collection

In addition to collecting information directly from you, we can also obtain personal information about you from service providers such as volunteer recruitment organisations if you have authorised them to share this with us.

#### Use

Your personal information will only be used by us to:

- Engage with you as a volunteer, including to respond to your enquiries, communicate with you, submit periodic NZ Police vetting checks, and to provide you with information that you have requested, and
- Inform our own internal business purposes including record keeping, reporting, and improving and enhancing our services, activities, and systems.

### Donors

#### Collection

In addition to collecting information directly from you, we can also obtain personal information from third parties such as fundraising providers or data aggregators where you have authorised this.

## Use

Your personal information will only be used by us to:

- Engage with you as a prospective or current donor including to respond to your enquiries, communicate with you, and provide you with information that you have requested
- Provide you with other information (including about the work of Welfare Guardians Canterbury and other opportunities to contribute through volunteering, events and fundraising campaigns) by email or phone unless you have explicitly requested to opt out of such forms of communication.
- Improve and enhance your experience as our donor, and/or
- Inform our own internal business purposes including record keeping, reporting and improving and enhancing our fundraising, services, activities and systems.
- Anonymous donations will be accepted but these will not be eligible for an IRD Tax Credit certificate.

## Visitors to this website

You may browse and access information contained within this website without providing any personal information.

In addition to the information collected about your use of our website (see Website Cookies below), we collect personal information submitted by you through forms on our website including when you are:

- Contacting us using the contact form
- Donating to us using our donation form, and/or
- Signing up to our newsletters.

## Website Cookies

Browser cookies are used by this website to provide Welfare Guardians Canterbury with information about site usage and to improve the service offered to site visitors. Cookies are small files which are sent by a website and stored on your computer's hard drive.

The data from the cookies may be collected and aggregated prior to use by Welfare Guardians Canterbury. Cookies from this site are not used to gather or allow the gathering of any personally identifiable information and are not used to track individual user activity around this site.

You may manually disable cookies at any time, and this will not affect your ability to view the site - check your browser's "Help" for more information.

## Respondents to surveys

From time-to-time we conduct surveys. At the time we issue each survey we will provide information privacy notices explaining the information we are collecting and how it will be used, shared and stored.

## People who attend our events, including public talks

We collect personal information about attendees of our events and talks to communicate with and update the attendees on the event, maintain a record of who attended and for the health and safety purposes.

This notice was last updated in July 2024