



NATIONAL FOUNDATION FOR Deaf & Hard of Hearing

POLICY 19: PRIVACY INFORMATION - WEBSITE

The National Foundation for the Deaf and Hard of Hearing Manatapu Incorporated (**we, us or our**) is committed to protecting and maintaining the privacy, accuracy and security of your personal information.

This privacy policy sets out details of how we collect, use, store and disclose your personal information. By providing us with your personal information, you consent to the collection, use, storage and disclosure of your personal information in accordance with this policy.

HOW WE COLLECT YOUR INFORMATION

We will only collect personal information that is relevant to our relationship with you. The personal information we collect will generally include your name, address, telephone numbers, email address, credit card or bank account details, date of birth, details about your level of hearing, and information about your use of our services and the products that you purchase from us. You may choose to not provide us with this information, but not doing so may affect our ability to provide you with our services and products.

We will collect this information directly from you when you:

- register to use our services (including by registering on our website, or at one of our events or programmes);
- register as a donor or leave a bequest to us;
- use our services;
- purchase products (such as headphones and safe sound indicators) from us; or
- communicate or interact with us, whether by email, telephone or otherwise.

You are required to keep us informed of changes to your personal information to enable us to have proper administrative processes.

We may also collect aggregated information generated by our system, which tracks your use of our services but does not identify you personally.

COOKIES

Our website uses server logs and web analytic tools (such as “cookies”). Cookies are small text files that are downloaded to your device by websites that you visit. When you use our website, these tools collect information such as the browser and operating system that you use, the internet protocol address of the device you use to access the site, search terms, your location and the content that you view when visiting the website.

You can set your browser to block all cookies, including cookies associated with our website, or to indicate when a cookie is being set by us. If you set your browser to reject cookies you may not be able to access all the features of the website.

HOW WE USE YOUR INFORMATION

We may use your personal information to:

- identify you, so we can ensure that your account is secure;
- compile and maintain a database of donors (if relevant to you);

- provide our services (including our programmes, events and campaigns) and products to you;
- communicate with you about our services and products, including notifying you of our events, programmes, campaigns, hearing-related developments, and if applicable your donations;
- maintain our records;
- enforce any agreement that we have with you;
- fulfil our legal requirements (for example, any disclosure to law enforcement agencies); and
- for any purpose related to the above.

We may use any information that we collect from you that is not personal information (so you cannot be personally identified from it) for our own purposes, including:

- to analyse how you and others use our services (including our events, programmes and campaigns) and products;
- to analyse our donations;
- to analyse data and trends relating to hearing and related issues;
- to improve our services and product offers; and
- for our marketing and promotional purposes.

OPT OUT

We may use your information to offer you the services and products that we believe meet your needs. However, you can notify us at any time if you do not wish to receive these offers by emailing us at enquiries@nfdhh.org.nz. We will act promptly on any such request.

WHO WILL USE YOUR INFORMATION?

We generally do not share your personal information with others unless this is necessary for the purpose for which you provided the information to us. In particular, we will not sell, license, transfer or disclose your personal information to any third parties, including our sponsors or other like-minded organisations, without first obtaining your explicit consent to do so.

However, we may disclose your personal information to our agents or contractors who provide services relating to the services and products that we supply, including the printing, processing and delivery of mailings, processing online financial transactions or analysing the data that we collect.

While it is unlikely, we may be required to disclose your information to comply with legal or regulatory requirements. We will use reasonable endeavours to notify you before we do this, unless we are legally restricted from doing so.

We may disclose, license, sell or transfer to third parties any non-personal, aggregated information that we collect from you and others.

YOUR INFORMATION IS SECURE

We will ensure your personal information is kept secure and confidential, using up to date methods and systems which meet current industry standards. This includes the following:

- Only our staff and those who perform services on our behalf, and are authorised to handle your information, will have access to your personal information.
- We will not retain any of your information for any longer than is required by us except to fulfil our legal obligations or where you have consented.
- We will, with your assistance, endeavour to keep your personal information accurate, complete and up-to-date.

ADVERTISING AND THIRD PARTY LINKS

Our website may contain links to third party websites. Some of these links may request or record information from users or use cookies or other methods to collect information from you. We have no control over the content or privacy practices of these websites and encourage you to review the privacy policies of these websites before using them.

YOU HAVE ACCESS TO YOUR INFORMATION

You can access most of the personal information we hold about you and request corrections. This right is subject to some exceptions, for example you may not obtain access to information relating to existing or anticipated legal proceedings.

You can request access to your information by emailing us at enquiries@nfdhh.org.nz. There is no charge for this service unless the information you request requires significant research or preparation time. If there is a charge, we will notify you in advance of the charge.

WHAT TO DO IF YOU THINK WE HAVE MADE AN ERROR

We are committed to the protection of your privacy and our policies, processes and systems have been developed with this intent. However, sometimes errors do occur. If you think we have made an error, please email us at enquiries@nfdhh.org.nz to let us know. If we have made an error, we will endeavour to ensure that it does not happen again.

CHANGES TO POLICY

We may change this policy at any time by publishing the amended policy on our website. We will endeavour to inform you of any changes to the policy by email or on the website. If you have any questions about our policy or any changes to it, you can contact us by email at enquiries@nfdhh.org.nz or write to us at Textile Lofts - Level 4, 1 Kenwyn Street, Parnell, Auckland 1052 or PO Box 37729, Parnell, Auckland 1052.

ENQUIRIES

If you have an enquiry or complaint about the way we have dealt with your personal information, please email us at enquiries@nfdhh.org.nz or write to us at Textile Lofts - Level 4, 1 Kenwyn Street, Parnell, Auckland 1052. We will endeavour to respond promptly to your enquiry or complaint.