



Privacy and Records Management Policy

Key points I need to know:

- Personal information relates to identifiable individuals and must be handled with care and respect for privacy.
- All staff, volunteers, and others working with Hōhepa share responsibility for protecting privacy and maintaining confidentiality.
- Information must only be accessed, used, or shared where it is necessary for legitimate work purposes.
- Records must be created, stored, and managed securely to protect their accuracy, integrity, and confidentiality.
- Any actual or suspected privacy breach must be reported promptly in accordance with organisational procedures.

Policy Statement

Hōhepa Wellington is committed to protecting the privacy, dignity and personal information of the people we support and all employees, as well as the confidentiality of information held by the organisation. This policy outlines our approach to the responsible collection, use, storage, access, and management of information to ensure privacy is respected and organisational records are managed appropriately.

It is designed to support staff, volunteers, and others working with Hōhepa Wellington to understand their responsibilities in maintaining privacy, safeguarding confidential information, and managing records in accordance with legal requirements and good organisational practice, including the Privacy Act 2020.

Responsibility

General Manager

Principles

Hōhepa Wellington recognises that personal information relates to identifiable individuals, including employees, volunteers, job applicants, contractors, donors, suppliers, people we support and their families/whānau, and other stakeholders.

We are responsible for ensuring that personal and organisational information is collected, used, stored, shared, and disposed of appropriately.

Hōhepa Wellington is committed to:

- **Privacy** – collecting and using only the information necessary for legitimate organisational purposes.
- **Security** – protecting information from unauthorised access, loss, or misuse and ensuring it is securely stored and disposed of when no longer required.
- **Confidentiality** – ensuring personal information is only accessed or disclosed where there is a lawful and appropriate purpose.



Scope

This policy applies to all Hōhepa Wellington employees, volunteers, contractors, and service providers who collect, use, access, store, manage, or dispose of information on behalf of the organisation.

It also applies to personal information held by Hōhepa Wellington relating to employees, volunteers, job applicants, people we support, their families/whānau, donors, suppliers, and other stakeholders.

This policy addresses privacy and records management in relation to organisational and stakeholder information. Requirements and procedure relating specifically to the privacy of information about people we support are outlined in the Privacy and Records Procedure Guideline.

Definitions

Personal Information: Information about an identifiable individual. This may include a person's name, contact details, health information, employment information, or any other information that can identify an individual.

Confidential Information: Information that is private or sensitive and must not be disclosed without appropriate authorisation. This includes personal information and other information that the organisation is required to protect.

Record: Any information created, received, or maintained by Hōhepa Wellington as evidence of activities or decisions. Records may exist in physical or electronic form and include documents, emails, reports, files, images, and other recorded information.

Privacy Breach: An incident where personal information is accessed, disclosed, altered, lost, or destroyed without authorisation, or where personal information is not adequately protected.

Authorised Access: Access to information that is permitted as part of a person's role or responsibilities and in accordance with organisational policies and legal requirements.

Information Security: Measures and practices used to protect information from unauthorised access, use, loss, alteration, or disclosure.

Disposal of Records: The secure destruction or deletion of records that are no longer required to be retained, in accordance with organisational procedures and legal requirements.

Health Information: Personal information about an individual's physical or mental health, disability, or the health or support services provided to them.

References

The Code of Health and Disability Services Consumers' Rights

The Privacy Act 2020

Employment Relations Act 2000

Associated Documents

Privacy and Records Procedure Guidelines

Ngā Paerewa Health and Disability Sector Standards – NZS 8134.2021



Document Control	
Consultation with:	Director of Services / Service Managers
Document Owner:	HR Manager
Authorised by:	General Manager
Date of last review:	March 2026
Date of next review:	March 2029