



YWCA of Hamilton – Privacy Policy

1. Introduction

The Young Women’s Christian Association of Hamilton complies 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 about the Act, see www.privacy.org.nz.

2. 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: 24 September 2024.

3. 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 our website and any related service, through any registration, subscription or application process, through any contact with us (e.g. telephone call or email), or when you buy or use our services and products.
- Third parties, where you have authorised this or the information is publicly available.

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

4. How we use your personal information

We will use your personal information:

- To establish your suitability to become a long term hostel resident.
- To provide hostel and venue hire services to you or to your clients.
- To enrol you or your dependents in our programmes, workshops, retreats and events
- To bill you and to collect money that you owe us
- To get feedback about our services from you
- To email you information about what we do
- To consider you for a job vacancy
- To respond to communications from you, including a complaint
- For any other purpose authorised by you or the Act.

Providing information to us is optional. Please note that if you choose not to provide us with the information we ask, we might not be able to provide you with the service that you require.

5. Disclosing your personal information

We may disclose your personal information to:

- Any business that supports our services and products, including any entity that hosts or maintains any underlying IT system or data centre that we use to provide the website and other services and products.
 - Such an entity may be located outside New Zealand. This may mean that your personal information is held and processed outside New Zealand.
- A person who can require us to supply your personal information (e.g. regulatory authority)
- Any other person authorised by the Act or another law (e.g. law enforcement agency)
- Any other person authorised by you.

6. Protecting your personal information

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

We will securely destroy all the information we have of you, one year after our relationship with you has ended. You can unsubscribe from our mailing list at any time, at which point your personal information will be deleted. We may hold financial information longer as required by the law.

7. Accessing and correcting your personal information

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected.

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 riikka@ywcahamilton.org.nz. Your email should provide evidence of who you are and set out the details of your request.

8. Internet use

While we take reasonable steps to maintain a secure internet connection, if you provide us with personal information over the internet, the provision of that information is at your own risk.

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. Contacting us

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access, or correction of, your personal information, you can contact us at riikka@ywcahamilton.org.nz.

10. Approval

- a. When the Board approved this Policy it agreed that no variations of this Policy or amendments to it can be made except with the unanimous approval of the Board.

- b. As part of its approval the Board requires the General Manager to circulate this policy to all staff, and for a copy to be included in the YWCA of Hamilton Policy Manual, copies of which shall be available to all staff. The YWCA of Hamilton Policy Manual shall also be made available to staff at their request. The Board requires that the General Manager arrange for all new staff to be made familiar with this Policy and other policies approved by the Board.