

# Privacy and Confidentiality Policy of Kidz Therapy Ltd

## Introduction

Kidz Therapy complies with the New Zealand Privacy Act (2020) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

Kidz Therapy is committed to protecting the privacy and security of the personal information it collects and holds about you. We are required to comply with the New Zealand Privacy Act 2020.

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](http://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.

## Why do we collect your personal information?

We collect personal information about you from:

- When you provide that personal information to us, including via the website and any related service, through any registration process, through any contact with us (e.g. telephone call or email), or use our services
- We will collect personal information from you directly.

## How we use your personal information

We will use your personal information to:

- Verify your identity
- Provide services to you
- Market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose)
- Improve the services that we provide to you
- Invoice and to collect money that you owe us, including authorising and processing credit card transactions
- Respond to communications from you, including a complaint

- Conduct research and statistical analysis (on an anonymised basis)
- Protect and/or enforce our legal rights and interests, any claim

### Disclosing your personal information

We may disclose your personal information to:

- Another company within our group
- A credit reference agency for the purpose of credit checking you
- 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.

### Protecting your personal information

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

Personal information means information about an identifiable individual. Document and documented means a document in any form including:

- Any writing on any material and
- Any book, map, graph, plan or drawing and
- Any photograph, film, tape or other device in/on which visual images are stored or embodied so as to be capable of being reproduced
- Any digitally or electronically stored information capable of being retrieved and any material subsequently derived from that information.
- We will store your personal information for a period of ten years long

### 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 [info@kidztherapy.co.nz](mailto:info@kidztherapy.co.nz). Your email should provide evidence of who you are and set out the details of your request (e.g., the personal information, or the correction, that you are requesting).

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 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 of the features of the website.

## CONFIDENTIALITY POLICY

- Contractors and employees must maintain the confidentiality of confidential information they come across in the course of their role at Kidz Therapy.
- Confidential information is not to be used for any one purpose other than that which is directly related to Kidz Therapy work.
- It is prohibited to use confidential information for personal gain
- A confidentiality clause is included in all contractor/employer agreements

At all times, contractors/employees must maintain confidentiality by:

- Not disclosing any confidential information to a third party without specific authority or unless there is a legal or professional duty to disclose
- Restricting their discussion of confidential matters and the disclosure of confidential documents to other persons who are directly concerned and have the appropriate clearance
- Taking special care to ensure the confidentiality of information relating to another individual
- Ensuring the security of confidential information which they have in their possession
- Contractors/employees are not to, at any time during or after their employment with Kidz Therapy, use or disclose to any person any confidential information relating to Kidz Therapy
- All company policies, procedures, and confidential information which contractors/employees may come into contact with during their employed is to remain the intellectual property of Kidz Therapy.

## 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 [info@kidztherapy.co.nz](mailto:info@kidztherapy.co.nz)