



MANAAKI MATAKĀOA

Privacy & Data Protection Policy

We hold your information with care, dignity, and responsibility.

We do not share personal data with state agencies.

We only share de-identified statistical information.

Our systems are externally audited.

A dedicated Data Custodian safeguards your information.

Your data belongs to you.

1. Our Commitment

Manaaki Matakāoa is committed to protecting the privacy, dignity, and safety of all individuals and whānau we work with.

We recognise that information entrusted to us is often sensitive, personal, and connected to community wellbeing. We treat this responsibility with the highest level of care.

Our practices are guided by the Privacy Act 2020 and the 13 Information Privacy Principles of Aotearoa New Zealand.

2. What Information We Collect

We collect only information that is:

- Necessary for our lawful and legitimate functions
- Relevant to the services or support being provided
- Collected directly from the individual wherever possible

We do not collect information “just in case.”

3. How We Store and Protect Data

- Our data is stored securely in accordance with national privacy principles.
- We implement physical, technical, and organisational safeguards to protect against loss, unauthorised access, misuse, or disclosure.

- Our data storage and security systems have been externally audited to ensure compliance with best practice standards.
- Access to personal information is restricted to authorised personnel only.

4. Dedicated Data Custodian

Manaaki Matakāoa has a dedicated Data Custodian responsible for:

- Ensuring data security and compliance
- Maintaining up-to-date and accurate records
- Overseeing data retention and deletion processes
- Managing access requests and corrections
- Monitoring privacy risks and breaches

The Data Custodian reports to governance to ensure accountability and transparency.

5. Use of Personal Information

Personal information is used only for the purpose for which it was collected, unless:

- The individual provides informed consent for another use
- The use is directly related to the original purpose
- Required by law

We do not use personal information for unrelated activities.

6. No Sharing with State Agencies

Manaaki Matakāoa never shares personal data with any state agencies, organisations, or other individuals unless:

- The client has provided informed and explicit consent; or
- We are legally compelled to do so under a binding court order.

Where legal compulsion arises, we will notify affected individuals unless prohibited by law, and will only share what is strictly necessary.

7. Statistical and De-Identified Data

Any data that we share externally (e.g. in reports, advocacy materials, research, or funding applications):

- Is arranged statistically
- Is aggregated
- Is fully de-identified

We take deliberate steps to ensure that individuals and whānau cannot be identified from shared information.

8. Retention and Deletion

In accordance with Information Privacy Principle 9:

- We do not retain personal information longer than necessary.
- Individuals may request deletion of their information.
- Where there is no lawful purpose to retain it, information will be securely destroyed.

9. Access and Correction

Individuals have the right to:

- Request confirmation of whether we hold personal information about them
- Access their personal information
- Request correction of inaccurate information

We respond to requests within 20 working days, as required by law.

10. Privacy Breaches

If a serious privacy breach occurs, we will:

- Notify affected individuals as soon as practicable
- Notify the Office of the Privacy Commissioner where required
- Take immediate steps to mitigate harm

11. Complaints

If you have concerns about how your information is handled, please contact:

Hiria Kamizona
Manaaki Matakāoa
hiriak@manaakiMatakāoa.com

If concerns are not resolved, individuals may contact the Office of the Privacy Commissioner.