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**Health & Disability Commissioner**  
Te Toihau Hauora, Hauātanga

# Privacy statement

Adapted in 2024 by Accessible Formats Service, Blind  
Low Vision NZ, Auckland

**TN:** The logo on the top of the page is Health & Disability  
Commissioner | Te Toihau Hauora, Hauātanga.

# Privacy statement

This privacy statement applies to personal information collected on the [hdc.org.nz](http://hdc.org.nz) website.

## No need to disclose personal information

You may browse and access information contained within this website without providing personal information.

However, some information about your visit is retrieved automatically, such as:

- The search terms you used
- The pages you accessed on the website and the links you clicked on
- The date and time you visited the website
- The referring website, if any, through which you clicked through to this website
- Your operating system (eg, Windows, Mac OS)
- The type of web browser you use (eg, Google Chrome, Mozilla Firefox)
- Other incidental matters such as screen resolution, the release of your installed Flash version, and the language setting.

## **Call recording**

As part of HDC's commitment to people, including HDC staff, all telephone calls answered on and/or transferred to its enquiry line are recorded. HDC may also record other outgoing or incoming calls.

HDC records calls:

- For quality assurance
- To protect the health and safety of HDC staff and/or other persons.

Audio recordings of telephone calls are stored securely for 25 days and are deleted after this period unless the recording is required for the purposes outlined above, or to meet other legislative or regulatory requirements.

## **Use of non-identifiable information**

The statistical information referred to above will be viewable by website administrators and certain other HDC staff. It may also be shared with other government agencies.

## **Cookies**

Most web browsers are set to accept cookies. Cookies on this site do not store any personal data and are deleted

when you close your browser. If you prefer not to use cookies, you can still use this website. You can set your browser to refuse cookies or to warn you when you are about to receive one. Check the 'Help' instructions in your web browser to find out how to disable cookies.

## **Your personal information**

If you contact us (including filing a complaint, completing surveys, providing email feedback, or ordering material), we will collect personal information about you, including:

- Name
- Contact details
- Demographic details
- Location
- Health information
- Any other information you choose to provide to us

We collect your personal information to carry out our purpose and functions of promoting and protecting consumer rights and facilitating complaint resolution. We will use and disclose your personal information only where it is necessary to carry out the functions for which we have collected it, or if required by law.

We may share your personal information with:

- The healthcare or disability services provider you are complaining about, to enable them to respond to our questions about your complaint
- Advocacy services, to enable them to assist with complaint resolution
- Other health or government organisations to assist with complaint resolution
- Law enforcement agencies to maintain the law or to prevent or lessen a serious threat

We will collect, use, and disclose your personal information in accordance with the Privacy Act 2020, the Health Information Privacy Code 2020, and this Privacy statement.

To view any personal information held by us, or if you have any concerns about personal information that we hold and you wish to request its correction, please contact:

Email: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

National freephone: 0800 11 22 33 – open 8am to 6pm, Monday to Friday

If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

The Privacy Officer  
Office of the Health and Disability Commissioner  
PO Box 245, Wellington 6140

**End of Privacy statement**