

Privacy Policy and Statement

Effective date: 17 June 2025

Website: <https://paekakarikihousingtrust.org>

1. Introduction

The Paekākāriki Housing Trust (“the Trust”, “we”, “our”, or “us”) is committed to respecting the privacy of all people who use our services and to complying with the **12 Privacy Principles of the Privacy Act 2020**.

You can find more about the Act’s principles here:

👉 <https://privacy.org.nz/privacy-act-2020/privacy-principles/>

This policy applies to anyone whose personal information is collected by the Trust and also serves as guidance for trustees, contractors, and employees when handling or making decisions about personal information. It is available on our website and in hard copy by request.

2. What personal information we collect

We only collect personal information that is necessary to carry out our lawful work and only use it for the purpose it was collected for, or for a purpose directly related to it.

Personal information we may collect includes:

- Name and contact details (such as phone, email, address)
- Housing history
- Property details
- Demographic information (such as age, household size)
- Financial and employment information (where relevant for those seeking housing support)
- Health or support needs, if relevant to housing
- Information provided via our website, forms, phone, email, or in-person conversations.

Providing personal information is optional, but we may not be able to assist you if key information is not shared.

We also collect non-identifiable statistical information (such as website page views) for administration, planning, and funding purposes. This does not identify individuals.

3. How we collect personal information

We collect personal information:

- Directly from you — through forms, interviews, emails, phone calls, or face-to-face conversations
- Through our website — such as via contact forms, registration or expression of interest forms
- From someone else — but only where you have given permission.

We take reasonable steps to ensure that the personal information we collect is accurate, complete, relevant, up to date, and not misleading.

4. How we use your information

We use personal information to:

- Understand your housing needs and connect you with appropriate housing and support
- Assess eligibility for housing or other support
- Deliver our services
- Communicate with you about our services or updates
- Fulfil our obligations to funders or statutory bodies (usually in anonymised form).

You will only receive group communications (such as newsletters or event invitations) if you opt in. We use Mailchimp to manage these communications and will never sign you up without your consent.

5. Accessing and correcting your information

You have the right to request access to the personal information we hold about you and to ask for it to be corrected if you think it is wrong.

To make a request, contact the Trust's Privacy Officer at:

phtprivacyofficer@gmail.com

We will respond within 20 working days. In some cases, we may refuse access to some or all information if releasing it would:

- Endanger someone's safety
- Create a significant likelihood of serious harassment
- Prevent the detection or investigation of a crime

- Breach someone else's privacy.
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6. How we protect your information

We take reasonable safeguards to keep personal information safe from loss, misuse, or unauthorised access. Information is stored both physically and electronically.

Storage

- **Paper records** are kept in a locked cabinet
- **Digital records** are stored in secure, password-protected systems.

Access

Access is limited, based on role:

- **General documents** (such as agendas, policies, project plans) are held in a shared drive accessible to trustees, employees, contractors and volunteers
 - **Tenancy-related information** is held in a secure, confidential folder accessible only to the Coordinator, Administrator, Treasurer and Co-chairs
 - **Information from investors/donors/lenders** is stored in a secure drive accessible only to the Coordinator, Administrator, Treasurer and Co-chairs.
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7. When we may share your information

We may disclose personal information only:

- When you have authorised us to do so
- When necessary for the purpose the information was collected
- In anonymised form (such as to report to funders or trustees)
- When required by law.

Any decision to share personal information outside these situations will be made by the Privacy Officer and the Co-chairs.

Specific property management sharing

- Sensitive information shared with the Trust's representative (such as the Coordinator or Administrator) may also be shared with the Co-chairs, but not with trustees or others unless you give permission

- Reporting to trustees on tenancy matters (like arrears, complaints) will be anonymised
 - Information collected from prospective tenants may be shared with landlords if it is relevant to a property application.
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8. Website use and analytics

We collect basic, anonymous website data (such as page views and session duration) to help us understand how people use our site. This does not include any personal information unless you fill in a form or sign up to receive updates.

9. How we retain and dispose of personal information

We retain personal information only as long as it is needed for our mahi. Once it is no longer required, it is securely deleted or destroyed.

- Inactive records are archived in a secure folder
- Each year, archived records are reviewed, and outdated or unnecessary information is securely deleted.

We do not keep personal information longer than necessary. Inactive records are archived securely and reviewed annually by the co-chairs and Privacy Officer, for deletion if no longer needed.

10. Your rights and how to contact us

You have the right to:

- Refuse to provide personal information (although we may not be able to assist if you don't provide key information)
- Access the personal information we hold about you
- Request corrections to that information
- Withdraw your consent (if applicable) to future communications.

To exercise these rights, or to raise a concern, please contact our Privacy Officer at:

phtprivacyofficer@gmail.com

11. Guidance for trustees, staff, contractors and volunteers

This policy is also a reference guide for **trustees, employees, contractors and volunteers** who may collect or handle personal information as part of their role.

All personnel are expected to:

- Understand and follow this policy and statement
- Only access or use personal information when necessary for their role
- Maintain confidentiality and act respectfully when handling information
- Report any potential breaches immediately to the Privacy Officer
- Seek advice if unsure how to proceed in a situation involving privacy.

All people working with the Trust will be made aware of this policy and may be asked to acknowledge it as part of their induction.

12. Changes to this privacy policy

We will review this policy at least every two years, and may update this policy as needed. The most recent version will always be available on our website.

Privacy statement

(For use on forms, online submissions, and at the point of information collection)

How we use your information

The Paekākāriki Housing Trust collects personal information to support our housing mahi in the community. This may include your name, contact details, demographic and housing information, and any other details relevant to your situation.

We collect your information directly from you or with your consent from others. Your information is stored securely and only used for the purpose you shared it with us.

We will not share your personal information without your permission, except where required by law or where it is anonymised for reporting purposes.

You have the right to access and correct your information. For more, see our full [Privacy Policy](#) or contact us at paekakarikihousingtrust@gmail.com

By providing your personal information, you agree to its use as outlined here.