

How we treat your information and privacy

Your privacy is important to us

We value the privacy of information that we receive. We follow best practices to comply with the Privacy Act 2020.

Read more about the Privacy Act 2020 (<https://www.privacy.org.nz/privacy-act-2020/privacy-act-2020/>) 

Our policy

Our Privacy Policy is a specific piece of our policy to dictate how privacy works in our day-to-day operations.

 Privacy Policy [PDF, 430 KB] (<https://www.veteransaffairs.mil.nz/assets/Policy/Privacy-managing-personal-information.pdf>)

When using our website

You can use the site without disclosing any personal information.

You may choose to disclose personal information to us when you contact us, give feedback, or sign up to receive a newsletter. This information will be treated in accordance with our Privacy Policy.

Read more about the terms of use, privacy and copyright information for our website (<https://www.veteransaffairs.mil.nz/about-this-site/privacy-disclaimer-and-copyright-information/>)

Clients with acute mental health needs — at risk of self harm or risk to others

Clients with immediate extreme mental health needs (expressing suicidal thoughts/at risk of self harm to themselves or others) will be referred immediately by our staff to the local DHB's Mental Health related services and their GP so that the GP may take appropriate action and support to enable them to get the support they need. Staff may also contact the NZ Police to reduce the threat or risk as their expertise is often necessary in such cases — for example to locate individuals. The Police work to assist Mental Health Services and also regulate the licensing of firearms.

The Police will be contacted immediately in the case of a threat to others or if there is a threat to public safety.

Disclosure in such circumstances does not have the client's authorisation for it to occur.

Staff must reasonably believe that there is a risk to the client or to others for disclosure to occur. We have a duty to make such disclosures to ensure the client's wellbeing which is taken very seriously. This is consistent with the law including the Privacy Act 2020 (IPP 11 (1)(f)).

Clients' personal information and law enforcement

We will only disclose clients' personal information for law enforcement purposes to the NZ Police or another agency exercising law enforcement functions if the information is necessary for a criminal investigation, prosecution or intelligence. The Police or other agency must have a strong case for the information or a search warrant. Staff must have reasonable grounds to believe that disclosure is necessary for that law enforcement purpose. This is consistent with the law including the Privacy Act 2020 (IPP 11 (1)(e)).

Privacy Act 2020 Information Privacy Principles (IPP)
(<https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23376.html>) 

