

PRIVACY POLICY

Te Maeva Nui O Aotearoa New Zealand Charitable Trust

Charities Registration Number: CC63023

Issued in accordance with the Privacy Act 2020 (New Zealand)

Version	1.0
Effective Date	15 August 2026
Review Date	Annually, or upon legislative change
Policy Owner	Trustees of Te Maeva Nui O Aotearoa New Zealand Charitable Trust
Legislation	Privacy Act 2020 (NZ) Charities Act 2005 (NZ)

1. Introduction

Te Maeva Nui O Aotearoa New Zealand Charitable Trust ("the Trust", "we", "us", or "our") is committed to protecting the privacy and personal information of all individuals with whom we interact, including donors, members, clients, volunteers, employees, and other stakeholders.

This Privacy Policy explains how the Trust collects, holds, uses, and discloses personal information, and sets out your rights under the Privacy Act 2020. We are bound by the Information Privacy Principles (IPPs) contained in the Privacy Act 2020 and are committed to handling all personal information in a lawful, fair, and transparent manner.

By engaging with the Trust — including by donating, becoming a member, accessing our services, or using our website — you acknowledge that your personal information may be collected and used in accordance with this Policy.

2. About the Trust

Te Maeva Nui O Aotearoa New Zealand Charitable Trust is a registered charitable trust in New Zealand operating to advance its charitable purposes for the benefit of the community. The Trust is the agency responsible for personal information collected under this Policy.

Contact details for the Trust:

Full Legal Name	Te Maeva Nui O Aotearoa New Zealand Charitable Trust
Postal Address	28a Allen Street, Mangere East, AUCKLAND
Email Address	boardoftrustees@temaevanui.nz
Phone Number	+64 220614455
Privacy Officer	Frances Topa-Fariu

Privacy Officer Email

frances@temaevanui.nz

3. Personal Information We Collect

We collect personal information that is reasonably necessary to carry out the Trust's charitable purposes, fundraising activities, membership administration, and service delivery. The types of personal information we may collect include:

3.1 Donors

- Full name and title
- Contact details (postal address, email address, telephone number)
- Payment information (bank account or credit card details — processed securely through authorised payment processors)
- Donation history and gift amounts
- Communication preferences (e.g. opt-in to newsletters or tax receipt preferences)
- Tax file or IRD number, where required for issuing receipts under the Income Tax Act 2007

3.2 Members

- Full name and title
- Contact details (postal address, email address, telephone number)
- Date of birth (where required for eligibility purposes)
- Membership type, category, and history
- Payment information for membership fees
- Participation records and volunteer history
- Communication and event preferences

3.3 Clients and Service Recipients

- Full name and contact details
- Date of birth and gender (where relevant to the service)
- Cultural identity and iwi/community affiliations (where relevant and voluntarily provided)
- Information about needs, circumstances, or situations relevant to the services sought
- Referral source and service history
- Any other information necessary to deliver the relevant programme or service

3.4 Website and Digital Interactions

- IP address and browser/device information
- Pages visited and time spent on our website
- Information submitted via online forms, surveys, or donation portals
- Email open and click data (where email marketing tools are used)

3.5 Sensitive Information

In some circumstances we may collect sensitive information, including health or disability information, ethnic or cultural origin, or religious beliefs. We will only collect this where it is necessary for the services we provide, and we will seek your explicit consent before doing so. Sensitive information is held with additional safeguards.

4. How We Collect Personal Information

We collect personal information in the following ways:

- Directly from you, when you complete a donation form, membership application, client intake form, or other document
- Through our website, including online donation portals, contact forms, and newsletter sign-ups
- Via telephone, email, or in-person contact with Trust staff or volunteers
- From third-party referrals (e.g. referrals from partner agencies, government departments, or community organisations), where permitted by law
- From publicly available sources, where relevant
- Through CCTV or security systems at Trust premises, where applicable

Where we collect personal information from third parties, we will take reasonable steps to ensure you are notified, unless notification is not reasonably practicable or is otherwise exempted by the Privacy Act 2020.

5. How We Use Personal Information

We use personal information only for the purposes for which it was collected, or for directly related purposes that you would reasonably expect. These purposes include:

5.1 Charitable and Programme Purposes

- Delivering services, programmes, and support to clients
- Assessing eligibility for Trust programmes or grants
- Reporting on outcomes to funders and regulators (in aggregate or de-identified form where possible)

5.2 Fundraising and Donor Relations

- Processing donations and issuing tax receipts
- Acknowledging and stewarding donor relationships
- Sending fundraising appeals, newsletters, and Trust updates (where consent has been provided or a legitimate interest exists)
- Complying with obligations under the Charities Act 2005 and Inland Revenue requirements

5.3 Membership Administration

- Administering membership records and renewals
- Communicating information about Trust activities, meetings, and events
- Processing membership fees and entitlements

5.4 Operational and Legal Purposes

- Managing Trust operations, human resources, and volunteers
- Complying with legal and regulatory obligations
- Responding to complaints or enquiries
- Improving our website and services
- Protecting the security and integrity of Trust assets and systems

6. Storage and Security of Personal Information

The Trust takes reasonable steps to protect the personal information we hold from loss, misuse, unauthorised access, disclosure, modification, or destruction. Our security measures include:

- Restricted access to personal information — only authorised staff and trustees have access on a need-to-know basis
- Password protection and, where appropriate, multi-factor authentication for digital systems
- Secure storage of physical documents in locked filing facilities
- Encryption of sensitive data in transit and at rest where technically practicable
- Use of reputable third-party service providers that are contractually required to maintain appropriate privacy and security standards
- Regular review and updating of our information security practices

Personal information is stored in New Zealand where possible. Where information is held or processed overseas (for example, through cloud-based software providers), we take steps to ensure appropriate protections are in place consistent with the Privacy Act 2020.

7. Retention and Disposal of Personal Information

We retain personal information only for as long as necessary for the purposes for which it was collected, or as required by law (including under the Charities Act 2005, the Income Tax Act 2007, or other applicable legislation).

Our general retention guidelines are as follows:

Category of Information	Retention Period
Donation records and receipts	7 years from the date of donation (Inland Revenue requirements)
Membership records	7 years from cessation of membership
Client / service records	7 years from the date of last service (or as specified by any applicable funding agreement)
Financial transaction records	7 years (Companies Act / Charities Act requirements)

Employment and volunteer records	7 years from cessation of engagement
Website analytics data	Up to 2 years, in aggregate/anonymised form where possible

When personal information is no longer required, we will dispose of it securely — including physical destruction of paper records and permanent deletion of electronic data.

8. Disclosure of Personal Information

We do not sell, rent, or trade personal information. We may disclose personal information in the following circumstances:

- To our trustees, staff, and volunteers, on a need-to-know basis, for the purposes described in this Policy
- To funders, government agencies, or regulatory bodies, where required as a condition of funding or by law, in aggregate or de-identified form where possible
- To third-party service providers engaged by the Trust (e.g. accounting software, email platforms, payment processors), who are required to maintain appropriate privacy protections
- Where required or authorised by law (e.g. in response to a court order, or to a government agency with lawful authority)
- In an emergency involving risk to life, health, or safety of any individual
- With your explicit consent

We will take reasonable steps to ensure any third party to whom personal information is disclosed maintains standards consistent with the Privacy Act 2020.

9. Your Privacy Rights

Under the Privacy Act 2020, you have the following rights in relation to your personal information held by the Trust:

9.1 Right of Access

You have the right to request access to personal information the Trust holds about you. We will respond to access requests within 20 working days. In some circumstances we may decline access as permitted under the Privacy Act 2020, and we will advise you of the reason.

9.2 Right of Correction

If you believe that personal information we hold about you is inaccurate, incomplete, or misleading, you may request that we correct it. We will take reasonable steps to correct information or, if we decline, attach a statement of your view to the record.

9.3 Right to Complain

If you believe your privacy rights have been breached, you may make a complaint to the Trust's Privacy Officer (see Section 11). If you are not satisfied with our response, you may lodge a complaint with the Office of the Privacy Commissioner (OPC) at www.privacy.org.nz or by calling 0800 803 909.

9.4 Marketing Opt-Out

Where you have received communications from us for fundraising or marketing purposes, you may opt out at any time by contacting us at the details in Section 11, or by using the unsubscribe link in any electronic communication. We will action opt-out requests promptly.

10. Privacy Breach Management

The Trust takes privacy breaches seriously. In the event of a privacy breach that causes or is likely to cause serious harm, the Trust will:

- Take immediate steps to contain the breach and minimise harm
- Notify affected individuals as soon as practicable
- Notify the Office of the Privacy Commissioner if the breach meets the notification threshold under the Privacy Act 2020
- Review and remediate systems and processes to prevent recurrence

The Trust maintains a Privacy Breach Register for recording and managing all incidents involving personal information.

11. Contacting Our Privacy Officer

All privacy enquiries, access requests, correction requests, or complaints should be directed to our Privacy Officer:

Privacy Officer	Frances Topa-Fariu
Email	frances@temaevanui.nz
Postal Address	21/29 Tui Road, Papatoetoe, AUCKLAND 2025
Phone	+64 22 1587429
Response Time	We will acknowledge your enquiry within 5 working days and respond fully within 20 working days.

12. Changes to This Privacy Policy

The Trust may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or operational needs. The current version will always be available on our website and upon request from the Trust's office.

Material changes to this Policy will be notified to members and active clients by email or other appropriate means. Your continued engagement with the Trust following notification of changes constitutes acceptance of the updated Policy.

13. Governing Law

This Privacy Policy is governed by the laws of New Zealand, including in particular the Privacy Act 2020, the Charities Act 2005, and the Human Rights Act 1993.

APPROVED BY THE TRUSTEES

Signed:  Date: 15 August 2026

Name: Mai Nio-Aporo Version: 1.0

Title: Lead Trustee

This document is the property of Te Maeva Nui O Aotearoa New Zealand Charitable Trust. Unauthorised reproduction or distribution is not permitted.