

HOW DO WE PROTECT YOUR INFORMATION?

We keep client records for at least 7 years and longer if needed for ongoing support.

We use the secure Noted cloud platform to store information, with access only under our control.

We take reasonable steps to protect your information, with access limited to authorised staff using secure systems.

WHEN DO WE SHARE YOUR INFORMATION?

We may share your personal information when necessary to support your care or meet legal and service requirements. We aim to be transparent so there are no surprises.

We may share information with:

- Healthcare providers involved in your care (e.g. GP or neurologist)
- Government agencies (e.g. Ministry of Health, ACC, Police, DHBs, Ministry of Social Development) for reporting, legal, administrative, or research purposes
- Your whānau, where needed for your safety and wellbeing, and where appropriate consent is obtained or cannot reasonably be sought

ACCESSING OR CORRECTING YOUR INFORMATION

You can request a copy of your personal information or ask for it to be corrected at any time. You can also contact us with any privacy concerns or questions.

Start by contacting your educator or emailing national@epilepsy.org.nz.

If needed, call 0800 37 45 37 and we'll help resolve it.

If you're not satisfied, you can contact the Office of the Privacy Commissioner via www.privacy.org.nz, phone 0800 803 909, or write to their Wellington office.

- Online complaint form: www.privacy.org.nz
- Phone: 0800 803 909
- Writing to:
Office of the Privacy Commissioner,
PO Box 10-094,
The Terrace,
Wellington 6143

CONTACT US

Epilepsy New Zealand
PO Box 1074, Hamilton 3240
0800 37 45 37
national@epilepsy.org.nz
www.epilepsy.org.nz



KNOW YOUR PRIVACY RIGHTS

Your Personal Information

Your information matters.

*We are committed to keeping it safe, secure,
and used only in ways that support you.*

Updated October 2026



**EPILEPSY
NEW ZEALAND**

Kia titiro ki te tangata | See the person

PRIVACY STATEMENT

This statement explains how Epilepsy New Zealand collects, uses, stores, and shares personal information about our clients, as well as your rights to access and correct that information. It also outlines how we protect your privacy.

More information about privacy is available on our website epilepsy.org.nz/about-us/privacy-security-policy/.

WHO IS EPILEPSY NEW ZEALAND?

Epilepsy New Zealand is a registered Not-for-Profit, which exists to improve the social condition and quality of life for people with epilepsy, and those who care for them, along with increasing the knowledge of epilepsy in the wider community throughout NZ.

A big part of our mission is to provide community-based epilepsy education and support through a network of educators.

Our mandate requires us to collect personal information about our clients, both to deliver services and manage our wider outreach and engagement programmes.

We know this information can be sensitive, and we value your trust in us as a custodian of your information.

WHAT INFORMATION DO WE COLLECT ABOUT YOU

We may collect:

- Your name and contact details (phone, email, address)
- Basic demographics (e.g. gender, ethnicity, occupation – if provided)
- Date of birth and NHI number
- GP details
- Relevant medical history, including medications and epilepsy-related information
- Information you choose to share about your epilepsy, whānau, or lifestyle
- Records of our interactions (e.g. consultation notes)
- Documents you provide (e.g. MRI scans)
- Safety-related information for in-person visits
- Website usage information

WHAT HEALTH INFORMATION DO WE COLLECT?

We collect health information from clients and, where needed, from GPs, neurologists, or other health providers, using only what is necessary to deliver our services. Most information is voluntary, but not providing it may affect the support we can offer.

Information may also be shared by a whānau member or health professional before first contact.

If so, we will tell you what was shared and why, and you can access and correct it.

WHAT INFORMATION DO WE COLLECT ABOUT WEBSITE USE

We use cookies to help manage website functionality and understand traffic. You can accept or decline cookies in your browser, but some features may not work properly if they are disabled.

HOW DO WE USE YOUR INFORMATION?

We only use personal information to deliver our services, including epilepsy education and support, and to support the wider epilepsy community in Aotearoa.

We may use your information to:

- Understand your needs and provide appropriate support
- Communicate with you about relevant services and information
- Ensure your safety and the safety of our staff
- Meet funding and reporting requirements
- Support research, training, audits, and service improvement
- Plan and deliver ongoing epilepsy services
- To send you newsletters, service updates, event and education information, important epilepsy-related news or announcements, and occasional information about awareness, advocacy, fundraising, or supporter campaigns that help advance Epilepsy New Zealand's mission.