



Privacy Notice

Introduction

This privacy notice sets out how we collect, hold, use and disclose your personal information. We are located at Auckland Central Budgeting, 6 Rocklands Ave, Balmoral, Auckland and you can contact us by phone on (09) 631 5572 and by email on info@aucklandbudgeting.org.nz.

You do not have to provide us with any of your personal information, however if you don't provide your personal information we may not be able to provide our financial capability and budgeting services to you.

Collection

We may collect your personal information directly from you during our face-to-face financial mentoring sessions or over the phone and via email. We may also collect your personal information from creditors when we have your permission to do so.

The personal information we collect may include:

- *your identity and contact information;*
- *your demographic information;*
- *information about your financial situation; and*
- *how you feel about our services.*

Use and disclosure

Any personal information we collect about you will only be used or disclosed:

- *to provide you with financial capability and budgeting advice;*
- *to advocate for you in your relationship with creditors;*
- *to improve our services;*
- *for technical support and troubleshooting;*
- *in an anonymised form for research and statistics purposes; and*
- *to Ministry of Social Development for quality assurance purposes.*

Quality assurance refers to the rare circumstances in which the Ministry of Social Development may confidentially inspect our records to ensure we are providing a quality service. It's a test of our performance and no action will be taken against you as an individual by the Ministry of Social Development as a result of the inspection.

Your rights

We will keep your personal information secure and will only hold it for as long as is necessary.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you have any questions, or if you'd like to ask for a copy of your information, or have it corrected, you can contact us by phone on (09) 631 5572 and by email on info@aucklandbudgeting.org.nz.