



Te Tatau o Te Arawa Charitable Trust

Privacy Policy

We take your privacy very seriously and are committed to respecting your privacy, autonomy and data sovereignty. We believe that using information that identifies an individual (referred to as **personal information**) in a safe and respectful way will help you and us to achieve better outcomes for Te Tatau o Te Arawa Charitable Trust.

We entrench a te ao Māori approach into our information privacy and security design to ensure that we embed Māori data sovereignty requirements in our approach to being kaupūri of your personal information. Our focus has been on ensuring your personal information is protected and cared for in accordance with Māori Data Sovereignty principles.

This Privacy Policy (**Privacy Policy**) governs this website, owned by the trustees of Te Tatau o Te Arawa Charitable Trust (referred to on this Site as **we, our** or **us**) (**Site**).

By accessing and browsing this Site, providing us with, or authorising us to collect personal information and otherwise interacting with any of our staff and/or services you agree to be bound by this Privacy Policy, and you authorise us to access, collect, use and disclose your personal information in accordance with this Privacy Policy. If you wish to access specific functions on our Site, such as membership registration, general meetings, elections, voting etc, then this Privacy Policy may be supplemented by, and will be subject to, any specific terms and conditions (including privacy statements) that apply to such services or features.

Our Site and services are intended for use within New Zealand. If you access our Site from outside New Zealand, you are responsible for compliance with any applicable laws of that jurisdiction.

Updates to this Policy

We may update this Privacy Policy at any time by publishing an updated version of this Privacy Policy on our Site. The updated version of this Privacy Policy will take effect immediately upon publishing and automatically apply to all personal information that we hold (or that you have provided to us or authorised us to collect). You are responsible for reviewing this Privacy Policy regularly to ensure you are aware of any updates. If any updates are material, then we will also take additional steps to bring the changes to your attention, including by notifying you directly.

Additional rights and obligations

This Privacy Policy applies in addition to, and does not limit our rights and responsibilities under the Privacy Act 2020 (as amended and replaced from time to time) (**Privacy Act**) or any specific authorisation that you provide to us when you interact or engage with us.

You are not required to provide us with any personal information we request. However, if you do not do so, we may not be able to provide certain membership services to you, or any other services we may choose to deliver in the future.



Accuracy, Security, and Storage of Information

Security and storage of your personal information is important to us. We will take reasonable technical and organisational precautions to protect your personal information that we hold. Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Whilst we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, any information which you transmit to us is transmitted at your own risk. You should never share your secure information, password or identifier with any other person.

Types of Personal Information We Collect

The personal information we may collect from you will vary depending on how you interact with us and the services you may use. For example, we may collect, your:

- identification details (including name, date of birth, place of birth, iwi, hapū and marae, pictures of you);
- payment information;
- demographic information;
- contact details (such as postal and physical address, email and contact phone number);
- proof of identification (such as driver's licence, passport, 18+ card, birth certificate);
- names of parents, grandparents, great-grandparents and great-great-grandparents and other whakapapa-related information;
- information relating to your relationship with us and any services we have provided you;
- voting information in relation to any election or voting requirements;
- email and phone correspondence with us;
- information that other people or entities within the Te Arawa iwi, and third parties may provide us about you; and
- any other personal information you provide to us or allow us to collect when you use our Site or communicate with us.

How We Collect Your Personal Information

We may collect personal information about you in the following ways:

- directly from you or third parties acting on your authority or who you authorise us to make contact with about you;
- publicly available information searched as part of the administration of iwi matters;
- through your use of the Site and the services and functionality offered through it;



- the agents and service providers that we may engage to assist us with fulfilling any of the purposes recorded in this Privacy Policy; and
- third parties connected with matter(s) related to any benefits or other services provided by us.

We may use “cookies” to provide you with access to tailored information and services on the Site and to serve you better when you return to it. A cookie is a small data file that the Site sends to your browser, which may then be stored on your system for later retrieval by the Site. Cookies track your movements through different websites and are widely used on websites to help with navigation and to help personalise your experience when you visit a website.

Information About Other People

If you provide us with, or authorise us to access and/or collect, personal information about another person (such as your representatives, iwi, hapū and/or whānau members), you confirm that they have authorised you to provide us, or authorised the access to and/or collection of, their personal information in accordance with this Privacy Policy and that you have informed them of their rights to request access to and correction of their personal information, as set out below. You warrant that you have provided them with access to a copy of this Privacy Policy.

Indirect collection of information

Where we collect information about you indirectly, we will take reasonable steps to ensure you are notified of our collection. This may include making sure the organisation that provided us the information has already told you. In limited circumstances, we may not notify you of this indirect collection, for example where there is an exception under the Privacy Act that applies to this indirect collection or where it would not adversely impact your interests.

How We Use Your Information

We may use your personal information for the purposes in which it is collected and reasonably expected related purposes.

For example, we will use and disclose your personal information for the following purposes:

- manage our relationship with you;
- provide you with our products and services, such as registration of membership, news and updates, information about our events, and other service related information;
- provide you with our support services and help you connect with your marae, hapū and iwi;
- assess eligibility for our services, grants, and scholarships as available and to verify your identity;



- enable appropriate collaboration between us and other agencies, including Government and Crown agencies, for the improvement and wellbeing of iwi members;
- market and promote our services, events, and products to you (with your consent);
- carry out research and obtain feedback;
- respond to access/correction requests;
- to develop and improve our Site, services, products and operations; and
- any other purpose associated with our normal business functions and activities, including for compliance with law, reporting purposes, administration, and management.

Sharing Your Personal Information

Personal information we collect may be shared with:

- employees and contractors working for us, to the extent they help provide the Site and any products and services in connection with the Site, to you;
- service providers and funding bodies who help us in our everyday activities, provide the Site and the products and services offered in connection with the Site;
- any persons or third parties as required or permitted by law; and
- anyone else, with your consent.

Storage of Information

We will keep your personal information only for as long as is required for the purposes for which the information may be lawfully used. After that, we will de-identify or securely destroy the information.

We rely on you to ensure that the personal information we hold is accurate and up to date. To assist us in this, please provide accurate, current, and complete information to us and update us if your details change.

Personal information that we collect is either held by us at our head office or using a cloud-hosted system designed and managed by our local IT service provider.

Accessing, Correcting and Deleting Information

You have a right to request access to the personal information that we hold about you, request correction of any personal information that we hold and request deletion of any personal information we hold about you. To exercise these rights, contact us using the contact details set out below.

You may also provide to us a statement of the correction you are seeking, and if we do not agree to make the correction you have requested, you may request that we attach that statement of correction to the relevant information.



Contact us

If you have any questions or concerns in relation to the Site or this Privacy Policy, please contact us at Te Tatau o Te Arawa, media@tetatau.nz, PO Box 544, 1180 Lake road, Rotorua 3010, 07 282 2383.

This Privacy Policy was last updated on 5 August 2026.