

## Privacy Policy for Totally Psyched

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<b>Issued by</b>	S Watson
<b>Date</b>	March 2025
<b>Authorised by</b>	S Watson
<b>Review Period</b>	3 years (March 2028).

### 1. Objective

Describe the potential collection, use, disclose and the protection of personal information of individuals Totally Psyched Ltd complies with the New Zealand Privacy Act 1993 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see [www.privacy.org.nz](http://www.privacy.org.nz).

### 2. Who do we collect your personal information from?

We collect personal information about you from:

- You, when you provide that personal information to us, including via the website and any related service, through any registration process OR through any contact with us (e.g. telephone call or email).
- Third parties where you have authorised this or the information is publicly available.
- If possible, we will collect personal information from you directly.

### 3. How we use your personal information

We will use your personal information to:

- verify your identity, NHI number, insurance approval
- provide services and products to you
  - market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose)
- improve the services that we provide to you



- bill you and to collect money that you owe us, including authorising and processing credit card transactions
- respond to communications from you, including a complaint
- conduct research and statistical analysis (on an anonymised basis)
- protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or the Act.

#### 4. Disclosing your personal information to third parties:

We will not disclose any of your personal information for purposes that you did not give it to us for. We will not disclose your personal information to other government agencies or other organisations without your consent, unless required by law.

We may disclose you or your child's personal identifying information (i.e., name, age and contact details) but **not** including information pertaining to content in your or your child's confidential mental health records to:

- persons within our administrative and accounts team
- a person who can require us to supply your personal information (e.g. a regulatory authority)
- any other person authorised by the Act or another law (e.g. a law enforcement agency)
- any other person authorised by you.
- A business that supports our services and products may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand, for example, cloud storage

We may disclose your personal information, including information pertaining to content in your or your child's confidential mental health records confidentially to:

- Persons within our clinical team
- Professional supervisors, as part of meeting professional registration standards who are required by their professional ethics to retain your/your child's privacy/confidentiality

#### 5. Protecting your personal information

We endeavour to keep all your personal information confidential and have taken security measures to do this.

We will take reasonable steps to ensure your personal information is safe from loss, unauthorised activity, or other misuse.



## 6. Accessing your personal information

Subject to certain grounds for refusal set out in the Act, you have the right to access your or your child's personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates and who you would like this information released to.

Raw psychological or psychiatric data which is for professional use and subject to professional interpretation will not be released to non-professionals. This is consistent with professional practice guidelines.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at [referrals@psyched.org.nz](mailto:referrals@psyched.org.nz). Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting). We will send you a form authorising the release of information. We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

## 7. Internet and Facebook use

- While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.
- If you post your personal information on Facebook or the website's message board, you acknowledge and agree that the information you post is publicly available.
- If you follow a link on our Facebook page or website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information



## References

- 1 Child, Youth and Family “*Working together to keep children and young people safe*” <https://www.orangatamariki.govt.nz/worried-about-a-child-tell-us/>
- 2 Ministry of Health (2002). Family Violence Intervention Guidelines – child and partner abuse. Wellington.  
<https://www.health.govt.nz/publication/family-violence-assessment-and-intervention-guideline-child-abuse-and-intimate-partner-violence>
- 3 National Child Protection Alert System Memorandum of Agreement with the Ministry of Health and New Zealand Paediatric Society. 2012.
- 4 Legislation - Vulnerable Children Act 2014  
<http://www.legislation.govt.nz/act/public/2014/0040/latest/whole.html>