



Privacy Statement – Accessable

Empowering You Through Trusted Information Handling

At **accessable**, we partner with agencies like the Ministry, ACC and Te Whatu Ora to deliver equipment, housing, and vehicle modification services across Aotearoa New Zealand.

This Privacy Statement explains our procedures for the collection, use, sharing, and protection of your personal and health information. We recognise that trust is built on transparency, and we are dedicated to ensuring the security of your information.

1. Why We Collect Your Information

We collect your personal and health information to:

- Assess your eligibility for services or equipment
- Ensure the timely delivery and ongoing maintenance of equipment or modifications
- We are committed to upholding our legal and contractual obligations to the agencies we work with, including the Ministry, ACC, and Te Whatu Ora
- Ensure the well-being and safety of both yourself and all individuals engaged in your care
- Enhance our services by through research and analytics, ensuring that all data remains anonymized.

We ensure that we collect only the **essential** information required for these purposes. Should we need to use your information for any other reasons, we will inform you in advance.

2. How We Collect Your Information

Your information is provided to us by:

- Your clinical professional (e.g. Assessor)
- Your ACC Case Owner or Te Whatu Ora representative
- A nominated trusted carer, support worker, or family/whānau member
- You directly, during assessments or service delivery

While providing our services to you, we may also create internal documentation for our records.



3. What We Collect

We may collect the following types of personal and health information:

- Full name and contact details
- Date of birth, gender, identity, ethnicity, and residency status
- National Health Index (NHI) number or ACC claim number
- Disability or medical conditions and assessment information
- Data on historical applications and services
- Photographs (e.g. property assessments)
- Information about your GP, Health District, or nominated representatives
- Call recordings and service-related correspondence
- Internally generated records (e.g. such as repairs and maintenance job requests or service notes)
- Technical data from users of our websites and online services, which may include information such as IP addresses, browser types, and cookie data

4. How We Use and Share Your Information

We use your information **solely** for clearly defined purposes that are directly related to the assessment, delivery, and ongoing support of our contracted services.

Where possible, we anonymise or aggregate your information before using it for analysis, reporting, or enhancing our services.

We may share your information with:

- Your care team (e.g. Te Whatu Ora staff, ACC, Clinical Professionals)
- Your authorised support network (carer, support worker, family/whānau)
- Approved suppliers and subcontractors, for the provision and maintenance of equipment supporting Ministry (EMS) services,
- Trusted third-party IT providers (e.g. for secure cloud hosting and data processing)
- Government agencies (e.g. ACC, The Ministry or Te Whatu Ora), in aggregated or anonymised form

We are committed to respecting your privacy and will never utilise or share your personal stories, photos, or testimonials without obtaining your explicit consent.



If an unforeseen disclosure becomes necessary, we will take appropriate measures to ensure it is:

- Lawful – permitted under the Privacy Act or another law
- Necessary – reasonably needed for a lawful purpose
- Appropriate – aligns with our role and responsibilities

5. Protecting Your Information

We securely store your information with two cloud service providers where the information is hosted in data centres located in Australia:

- Microsoft platforms, specifically Dynamics 365 and Azure
- Google Cloud EMEA Ltd, specifically Odoo.sh

These services comply with rigorous data security and privacy standards.

Data centre and service certifications include:

- | | |
|-------------|-------------|
| • ISO 27001 | • ISO 27017 |
| • ISO 27018 | • SOC 1 |
| • SOC 2 | • SOC 3 |
| • PCI-DSS | • HIPAA |
| • CISPE | • CSA STAR |

We protect your information by:

- Restricting access to essential personnel only
- Ensuring that staff and contractors are well-trained in privacy and security best practices
- Evaluating system access and usage for compliance and security purposes
- Ensuring data protection through the implementation of contracts, agreements, and policies.
- Consistently evaluating our systems and practices against industry standards

We retain health information for a **minimum of 10 years** in accordance with health regulations. Following this period, the information may be securely destroyed or anonymised.




6. Your Rights and How to Use Them

You have the right to:

- **Access** your personal or health information
- **Correct** any errors or outdated details
- **Request an explanation** of how your information is used

To make a request, please contact:

 **0508 001 002**

 **privacy@accessable.co.nz**

 **The Privacy Officer, Accessable, PO Box 27 804, Mount Roskill, Auckland 1440**

We'll respond within **20 working days** and may ask to confirm your identity first.

7. Cookies and Website Use

Our website uses **cookies** to personalise your online experience. Cookies help us to remember your preferences and allow us to improve your browsing experience. You have the option to manage or disable cookies through your browser settings. Please be aware that disabling cookies may impact the functionality of the website.

8. Concerns or Complaints

If you have concerns about our management of your information, please contact us directly or use our Review and Complaints Procedure.

If we can't resolve your concerns, you can contact the **Office of the Privacy Commissioner**:

 www.privacy.org.nz

 **PO Box 10-094, The Terrace, Wellington 6143**