

W I N G S P A N

Counselling for everyone



Your privacy is important to us.

Our commitment.

When you use our services you're trusting us with your information. We understand this is a big responsibility and will work hard to protect your information.

At Wingspan we take the privacy of personal information seriously and comply with the New Zealand Privacy Act 2020 and Health Information Privacy Code 1994.

We store all our data (including your personal information) on secure Microsoft Azure and Amazon Web Services cloud platforms and we use Microsoft Office 365 applications. We protect our data with all reasonable technical and process controls.

We don't monetize your personal data.

We believe your personal data belongs to you. We don't monetize your personal data. Wingspan was founded as a community support first and foremost. Our counselling services are designed to provide affordable counselling to you and your loved ones, not utilising your personal information as a commodity to make money.

We only collect personal information where this is necessary to carry out our functions. We may collect personal information about you either directly from you, or from other people or agencies, and we may generate personal information about you when we carry out our functions. We will only use and share personal information where necessary to carry out the functions for which we collected it, or if required by law.

How we may share your personal information.

Counselling is based on a confidential relationship. That is, the fact that you are receiving counselling, and what is discussed in session, will remain confidential between you and Wingspan at all times.

The only exceptions to this are the following:

- Where we consider that disclosure is necessary to prevent or lessen the risk to public health, or public safety or an individual's life or health.
- Where it is legally required by a third party, government agency or law enforcement authority in any jurisdiction (for example in response to a court order), or where we believe it is necessary to take action to protect the safety of anybody on our premises.
- Our agents and contractors and third parties that support our Services may have access to personal information to help carry out the services they are performing for us.

Occasionally you or your counsellor might consider it necessary or helpful to speak to another person about your well-being, e.g. your GP or a member of a mental health team. Your counsellor must fully explain to you why they believe this to be necessary or helpful, and ask you to sign a consent form stating that you are happy for your counsellor to exchange information about you with another person, either in writing (by letter or email), or verbally (face to face or by telephone).

Should your counsellor believe it would be necessary or helpful to release information about you in the future, they will need to obtain your consent again and have you sign another consent form at that time.

Your personal information is yours.

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'd like to ask for a copy of your information or to have it corrected please contact us at the address or email set out below.

Wingspan
PO Box 67120
Mt Eden, Auckland 1349, New Zealand
hello@wingspan.org.nz

If you want to complain about an interference with your privacy, we encourage you to lodge the complaint with us in writing - using the contact details set out above. We will respond to the complaint within a reasonable time and within any applicable timing requirements prescribed by law, to try and work with you to resolve the issue.



Our cookie policy.

Cookies are small text files that are placed in your computer browsers by the website you visit. They are widely used to help users navigate websites efficiently, to perform certain functions on the sites, and/or provide site owners with information about how their sites are used. We use cookies on our website where they are required for particular features to work.

We collect statistical information about your visit to our website and social media via third party tools such as Google Analytics. This information is collected via these analytics tools to understand how our website and social media sites are being used; gain insights about how we can improve the functionality and user experience; and to obtain an understanding of browsing behaviours to give you a better experience whilst visiting our sites.

We may share non-personally identifiable information, such as usage and volume statistics, with our partners for the purposes of collaborating on research projects or with third parties that we believe may benefit from our research.

We support transparency.

We want you to have a clear understanding of our privacy practices at Wingspan. Our Privacy Policy outlines how we collect and use personal information, as well as how we comply with applicable privacy legislation. Learn more about our privacy policy and how you can make a request or provide feedback at www.wingspan.org.nz/privacy-policy