



Privacy Policy

We have written this policy to help you understand what personal information we collect, how we use it, and what choices you have in relation to your personal information.

The information we collect may be “personal information” (meaning it can be used to specifically identify you as a unique person) or “non-personal information” (meaning it can’t be used to specifically identify you). We undertake to ensure that “personally identifiable” information is used only for the specific purposes stated.

A. We collect information in a few different ways:

1. When you give it to us or give us permission to obtain it

When you sign up to attend a course, you voluntarily give us certain personal information. This includes your name, the email address or phone number you used to sign up, and any other information you provide us with for administrative purposes (e.g. your postal address and your marital status).

As part of your WSD Course you complete the Course Enrolment Form and Post Course Evaluation Form. Both forms are held in hard copy during the course and the information is used by course coordinators to enhance course delivery.

During the course you will be speaking to others about personal matters arising from your attendance. Everyone on the course (and those delivering it) agree to uphold the

Respect and Confidentiality Clause of the WSD Course Members' Agreement. What happens on the course stays on the course.

Any verbal or written complaints arising during a course are treated in strict confidence by the course coordinators dealing with them. Unresolved matters are referred to the WSD Chairperson.

A course contact list is compiled from information gathered at registration/enrolment. Halfway through your course you will be asked to confirm that your information is up to date and to give your permission for it to be shared with other members for course networking. We will not share this personal information should you not give us your permission.

If, at the end of your course, you wish to become a member of WSD and enjoy membership services (such as the social calendar and newsletters) you give us permission to add your details to the WSD Membership and Mailing Lists.

The Annual Subscriptions Process allows you to renew your subscription, and/or update your contact details. Should you not respond to the request to renew your membership, it will be cancelled. You may resign in writing at any time. The Membership and Mailing lists are updated accordingly.

Following the completion of each course, certain demographic information (e.g. marital status, how you found out about WSD) is recorded anonymously in a Course Participant Database for policy analysis purposes.

When you pay your course or other attendance fee, your membership subscription, or make a donation, you provide us with financial payment information in relation to those transactions via the banking system you use. This information is used only as necessary to verify receipt of payment.

2. We get technical information when you use our website (www.wsd.org.nz)

Whenever you use a website, mobile application, or other internet service, certain information almost always gets created and recorded automatically. Here are some of the types of information collected:

- Log data. When you use our website, our servers automatically record information (“log data”), including information that your browser sends whenever you visit a website or your mobile app sends when you’re using it. This log data may include your Internet Protocol address, the address of the web pages you visited, browser type and settings, the date and time of your request, how you used the site, and cookie data.
- Cookie data. Depending on how you’re accessing our website, we may use “cookies” (a small text file sent by your computer each time you visit our website, unique to your browser) or similar technologies to record log data. When we use cookies, we may use “session” cookies (that last until you close your browser) or “persistent” cookies (that last until you or your browser delete them). For example, we may use cookies to store your language preferences or other settings so you don’t have to set them up every time you visit our website.
- Device information. In addition to log data, we may also collect information about the device you’re using the website on, including what type of device it is, what operating system you’re using, device settings, unique device identifiers, and crash data. Whether we collect some or all of this information often depends on what type of device you’re using and its settings. For example, different types of information are available depending on whether you’re using a Mac or a PC, an iPhone or an Android phone. To learn more about what information your device makes available to us, please also check the policies of your device manufacturer or software provider.

This information is used only for site operational purposes.

3. We may get technical information from third parties we advertise with

Whenever you use a website, mobile application, or other internet service belonging to a third party, certain information almost always gets created and recorded automatically.

- If you access our Facebook Page or the Neighbourly, or the Communityfinder.org.nz websites where we advertise WSD and its services, you give us permission to access technical information. Your activity may allow us to obtain limited logon information should you engage with these sites. The information we get depends on your settings and their privacy policies.

B. How do we use the information we collect?

We use the information we collect to:

- (a) Continuously improve the delivery of our courses
- (b) Market our services in ways that allow us to cost effectively reach target audiences.

For instance, we are able to log how often members of the public visit our various web pages to better understand what information is most sought after and make it immediately accessible.

Course enrolment information (e.g. gender/marital status) is designed to assist course management to tailor courses to participants.

At enrolment we ask course participants how they found out about our courses so we can advertise in ways that reach others in the same situation.

Post course evaluation information allows course management to identify:

- success of the course for each participant;
- suggestions for improvements e.g. in relation to personnel and process;
- participants wanting to become members of WSD;
- participants wishing to offer their services to WSD as volunteers in various capacities (either now or later on).

We monitor uptake of brochures by the public at various locations (but not who is taking them) to make sure our brochure stock is appropriately distributed.

We also use the information we collect to:

- Publish a newsletter with information on social and other events that have been held, upcoming events, and other matters of interest;
- Plan for seminars between courses that deal with topics identified as being of interest to members;
- manage our finances;
- Respond to questions or comments.

C. How do we protect the personal information we hold?

We do this by managing for accountability, security, accessibility, and reporting from source documentation.

- Website (www.wsd.org.nz) usage statistics are managed by a designated committee member using a separate process and password to that used to access the website itself. You are not identifiable. The same applies to our entries on Neighbourly and Communityfinder.org.nz
- Course registrations are initially managed by designated WSD contact people who take inquiries off the website, over the phone or through the mail. Registration information for each course is then collated and passed electronically to course coordinators for the sole purposes of course delivery.
- Enrolment Forms and Course Evaluation Forms are initially managed by course co-ordinators. At the completion of the course forms are processed to extract personal data sufficient only to update the Membership and Mailing Lists.
- Membership and Mailing lists are managed by designated Committee members with responsibility for membership and social activities. Access is strictly controlled. Email or other contact details are never divulged to inquirers, no matter how worthy their intentions. This includes journalists, researchers and hosts for WSD events. We get in touch with you and you decide whether or not you wish to contact these people.
- In the WSD Newsletter where social and other events are recorded, your presence will not be identified unless you are hosting the event or you give your permission.
- The Treasurer, who manages WSD financial information, will liaise with the Course Co-ordinators to follow up unpaid course fees or to make refunds for withdrawals from courses. The Treasurer also reports to the WSD Committee about other money received from or paid to members.

- Information provided by persons wishing to volunteer their services to WSD is passed in confidence to the WSD Committee via a Course Report so that offers of assistance can be followed up.
- If you have ever attended a WSD course some of your personal information is held in our Participant Database. This applies even if you do not finish the course. However, your personal information is held anonymously and you are not identifiable on the database. This generic information is used to guide WSD policy in relation to courses and membership. The database is managed by a designated Committee member who reports to the WSD Committee. Statistical reports follow standard conventions relating to protection of individual privacy. Source documents are destroyed once all required information is extracted.
- The Privacy Policy does not apply to information (including personally identifiable information) you provide via your use of a public forum, a bulletin board, chatroom or similar maintained by us. In other words we are not responsible for events arising from the distribution of any information you choose to publicly post or share.

D. What choices do you have about your information?

Our goal is to give you simple and meaningful choices over your information.

- If you want to attend a course we ask you for personal information that will allow us to mount courses efficiently and effectively. Some of this personal information may be kept confidential from other course participants until such time as you are prepared to share it with the group.
- We ask for:
 - an email address/telephone number to enrol and get in touch with you;
 - proper name, marital status, and location (to ensure that you meet the criteria for course attendance - our services are limited to residents in the Wellington Region who have lost a partner through death, separation or divorce;
 - date of birth/age (optional).
- If you want to remain a member of WSD and enjoy support and services in the years following your course, we will require your current email address in order

to send you information. We no longer post information out unless specifically requested.

- Your postal address is also required to identify you from other members with the same or similar name for purposes of subscription payments/non payments/receipts/and eligibility for continued membership.
- When you cancel your membership your name and contact details are removed immediately from the Membership and Mailing lists.
- You may have choices relating to private information available to you through the device or software you use to access our website. For example:
 - The browser you use may provide you with the ability to control cookies or other types of local data storage.
 - Your mobile device may provide you with choices around how and whether location or other data is shared with us.
- To learn more about these choices, please see the information provided by the device or software provider.
- You have the right to ask us at any time to confirm what personal information we hold about you. You can also ask us to correct anything in your personal information that is inaccurate or incorrect.

E. How and when do we share information?

If you give us personal information as a course participant (or potential course participant) we will **never** make this information public. However:

- If we have your explicit consent we will share your personal information with others as appropriate e.g. to develop/deepen your WSD networks, to take up an offer you have made to help WSD in a voluntary capacity;
- If requested, we may share generic information about course participants with our advertisers (e.g. typical age range);
- If you benefit from WSD offerings (e.g. attendance at courses, seminars, social events) but do not pay what is expected, or if you fail to return library books or other materials, your name and the nature and amount of your debt will be reported to the WSD Committee;

- Confidential reports are made to the WSD Committee or sub-committees for legitimate WSD business reasons (e.g. website usage, membership renewal, course attendance) using information that is generic in nature;
- If we reasonably believe that disclosure is necessary to comply with a New Zealand law or regulation we may disclose your personal information after advising you of our obligation to do so.

F. How do we make changes to this policy?

We may change this policy from time to time, and when we do we'll post any changes on our website. If you continue to use our website after those changes are in effect, you are deemed to agree to the revised policy. If the changes are significant, we will discuss them at the AGM where any member can vote on the proposed change.

Effective: 02 / 07 / 2017