

## **We collect personal information from you, including information about your:**

- Full Name
- Contact information: Email Mobile/Landline Phone
- Address
- Date of Birth
- Ethnicity
- Gender and any other pronouns
- Legal Guardian

## **We collect your personal information to:**

- Register you as a kiritaki (client) onto the ACC Sensitive Claims (ISSC) Service so that you can receive ACC Support

## **Who has access to your information held by Hiwa Navigation?**

A designated Hiwa staff member loads your personal information onto our secure Client Management System to create a unique file for you. The system is only accessible to your Hiwa worker (counsellor, psychologist, social worker, etc.) and Hiwa Navigation administrators. Our reports are reviewed by one Hiwa Navigation professional (supervisor/counsellor) who ensures ACC reporting guidelines are adhered to as part of our agreement with our funder, ACC.

We annually provide Hiwa staff and providers with privacy training to ensure everyone follows privacy legislation.

## **How secure is my information?**

We prioritise the security of your information by storing it electronically in secure servers. Our system is called CMS (Client Management System). The system is primarily used for billing (session times) and storing letters and relevant ACC documents. Your session notes are not stored on the CMS.

## **Who do we share your information with?**

We also share information with:

- ACC to register you onto the ACC ISSC Service and to tailor the right support services for you.

## **Do I have to share my information with you?**

Providing some information is optional. However, if you refrain from entering specific information, we may be unable to register you with ACC Sensitive Claims Service.

## **How long do you keep my personal information?**

We keep your information for as long as it is relevant to its intended purpose, at which point we deactivate your file and revoke access to any information about you.

## **Can I have a copy of the personal information you hold about me?**

You have the right to request a copy of any personal information we hold about you and to ask for it to be corrected if you think it is incorrect.

If you'd like to ask for a copy of your information or to correct it, please contact us at [supplier@hiwa-nav.com](mailto:supplier@hiwa-nav.com) or 03 425 9762

This process is consistent with and subject to other procedures within the Privacy Act 2020.