

Privacy Policy

About us

Make-A-Wish Foundation of New Zealand Trust (“**Make-A-Wish**”, “**we**”, “**our**”, “**us**”), Level 3, 27 Gillies Avenue, Newmarket, Auckland, 1023, are committed to protecting your privacy and the privacy of our Wish Children, their families and friends. We will ensure that any personal information provided to us will be treated in accordance with the Privacy Act 2020 and as described in this policy.

This Policy explains how and why we collect and process your personal information, with whom we may share the information, how you may access and request the correction of your personal information, and how you may make a complaint.

Please read this Policy carefully. If you do not agree with this Policy, then please do not send any personal information to us (whether online or within any forms). If you have any questions, please contact our Privacy Officer using the contact details at the end of this Policy. This policy applies in addition to, and does not limit, the rights and obligations under the Privacy Act 2020.

Who this policy applies to

This Policy applies to:

- individuals who make donations to us and representatives or employees of organisations participating in a donation (each a “**Donor**”);
- individuals who wish to contribute to the granting of a specific Wish Child’s wish (“**Sponsors**”);
- individuals who voluntarily assist Make-A-Wish in its activities (“**Volunteers**”, with each instance of assistance being a “**Volunteer Engagement**”);
- individuals who receive a wish, including their families and friends (“**Wish Child and Family**”); and
- individuals who are current and prospective staff and contractors (“**Staff**”).

For a donor or legal guardian of a donor: If you are a parent or legal guardian of a donor, this Policy applies both to your own personal information and that of your minor child. It may also apply to personal information relating to minor children of your family participating in the donation.

Information we collect

The personal information that Make-A-Wish collects and holds will depend on the nature of a person’s involvement with Make-A-Wish. We may collect and use the following personal information:

- Personal and health information that you provide voluntarily such as contact details: name, postal address, telephone number, email address and social media contacts. For our staff and volunteers this includes emergency contact details;
- where relevant: gender, date of birth, ethnicity, medical condition, language(s) spoken;
- images, video content, sound recordings, and testimonials;
- further information that is reasonably necessary to deliver the wish of a wish child including bank account details;
- further information that is reasonably necessary in connection with our processing of a payment or contribution from/to a Donor, Sponsor or Volunteer, such as any payment information and any information needed by us to help us in responding to any enquiries and requests; and

- details of the activities that Volunteers are willing and able to undertake and their availability to support our activities and (where applicable) details of suitability to work with children including such checks as are required by law.

In addition to collecting information from donation/sponsorship or Volunteer Engagement forms or contracts, we may also collect personal information during visits or other meetings with you and/or your family or organisation, or via telephone or video conversations, online forms or emails with or from you and/or your family or organisation.

We might also collect general user information such as a user's internet protocol addresses, browser type and internet service provider details and other technical information when you visit our website.

How we use personal information

We collect, store and use personal information in order to assist us with our fundraising and wish granting activities and providing related services to the families and friends of Wish Children.

This includes (but is not limited to):

- administering financial and in-kind contributions;
- communicating with Donors, Sponsors, Partners and Volunteers about our activities and any particular wishes and Wish Children and families;
- supporting and communicating with Donors, Sponsors and Volunteers when they are carrying out activities on our behalf (including in relation to any Volunteer Engagements), where Make-A-Wish is hosting an event in which a Donor, Sponsor or Volunteer participates or where we otherwise owe a duty of care; and
- complying with any conditions attached to any funding or other support we receive.

More generally, we may also use personal information for the following reasons:

- compliance with legal, regulatory and corporate governance obligations and good practice;
- gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests relating to those matters;
- ensuring business policies are adhered to (such as policies covering security and internet use);
- internal operational reasons, such as troubleshooting, testing, training and quality control;
- ensuring the confidentiality of sensitive information;
- security vetting, investigating complaints and allegations of criminal offences;
- statistical analysis and research;
- preventing unauthorised access and modifications to our systems; and
- for any other reason authorised by you and any other reason authorised by law.

Where you provide us with personal information relating to other individuals, you must obtain the consent of those individuals before doing so. If you have any questions or require any further information regarding our use of personal information, please contact info@makeawish.org.nz.

Sharing your information

We may share your personal information with selected third-party service providers, contractors and other companies that support us in the performance of the activities. For example:

- We may share your personal information with Make-A-Wish Foundation International, a United States entity, in its role as provider of administrative and technical support to us:
- any Make-A-Wish entity located in any other country, where the wish is taking place in that other country or where we need to liaise with that overseas affiliate to assist us in granting the wish. That overseas entity will only have access to the information it needs in order to provide us with that assistance;
- the trusted operators of secure cloud-based platforms accessed by us and/or our Make-A-Wish affiliates from time to time in order to provide centralised data storage, and data management and transaction processing services. Specifically, this includes Salesforce an entity established in the United States, which hosts a customer relationship management platform used by Make-A-Wish affiliates to enable them to administer, co-ordinate and track wish applications. Such operators or service providers shall only be permitted access to your information to the extent required by them in order to provide us with contracted system maintenance, support or related services, or to provide (or assist us in performing) any related data back-up, restoration or other error correction or bug fixing activities;
- Other trusted operators of secure cloud-based platforms accessed by us, including but not limited to Microsoft, Blackbaud RE (NXT) and HubSpot.
- Flo2Cash, Stripe, Fundraisin, and Blackbaud Merchant Service are our payment service providers and may process financial transactions on our behalf.

We also reserve the right to disclose some or all of your personal information to:

- government bodies or law enforcement agencies, or response to other legal or regulatory requests, but only if and to the extent required by law to do so; and
- our auditors, Make-A-Wish Foundation International, lawyers or other professional advisers for any auditing, accounting or related business purposes, or in the enforcement, defence or settlement of any legal proceedings brought by or against us, but only if and to the extent such disclosure is reasonably necessary for these purposes.

In certain cases, selected third-party service providers that support us in the performance of our activities, may also collect, store and use your personal information for their own purposes, this includes but is not limited to KiwiFirst NZ Ltd (KiwiFirst), located at 44 Wainui Road, Waiwhetu, Lower Hutt, 5010, New Zealand.

We require all our third-party service providers and all other companies that support us to take appropriate security measures to protect your personal information in line with our policies.

Recording and Photography

We may collect and process photographs and/or moving film images in connection with any organisational activities.

If you have concerns about the use of photographs or moving film images, please contact info@makeawish.org.nz.

Use of your information for direct marketing purposes

From time to time, and in support of Make-A-Wish's future development and growth, Make-A-Wish, or one of its agents on its behalf, will communicate information to donors, Prospective Donors, and other people who have consented to receive such information. Where you have consented to receive marketing communications from us, and/or to be placed on mailing lists, in connection with future support of our charitable aims or as a potential donor, volunteer or fundraiser, we may also (in accordance with applicable law) use your contact

details, including email address and telephone number(s), for requesting and/or processing donations, recording transactions and related direct marketing purposes. We may also obtain and store your bank or credit card details where you are an active donor or fundraiser, and use that information in connection with receiving donations and recording transactions from or with you.

Even if you have initially consented to receive marketing communications from us, you have the right at any time to ask us not to use your personal information for marketing purposes. You may exercise this right by opting out of any marketing communications we may send you by contacting us at info@makeawish.org.nz or by writing to us at PO Box 8029, Newmarket, 1149.

Retaining your personal information

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the information, the potential risk of harm from unauthorised use or disclosure of your information, the purposes for which we process your information and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Even if you request that we erase your information, we may still need to keep it (see **Your rights** below) or may keep it in a form that does not identify you.

If you would like details on how long we retain your information, please contact info@makeawish.org.nz.

Transferring your personal information overseas

We may transfer, process and store the information we collect from you to the organisations mentioned above, or to relevant third parties and service providers outside New Zealand as necessary.

From time to time, Make-A-Wish may disclose personal or sensitive information to other Make-A-Wish affiliate organisations for the purpose of performing the mission, for example in Australia, USA, and the Netherlands.

Therefore, your personal information may be processed in countries outside New Zealand with information privacy scheme's similar to the Privacy Act. In those cases, we ensure that the recipient of your personal information offers an adequate level of protection and security, for instance by entering into the appropriate agreements and, if required, standard contractual clauses or an alternative mechanism for the transfer of data as approved by the NZ Government or other applicable regulators or legislators.

If you require further information, please contact us at info@makeawish.org.nz.

Your rights

By law you have the right:

- to request access to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it. We will need to prove your identity before we release any personal information to you.
- to request correction or erasure of your personal information (unless we have the legal right to retain it). You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

You should be aware that if you ask us to stop processing your personal information in a certain way or to erase your personal information, and this type of processing is necessary in order for us to continue to provide services to you, then we may not be able to do so. This does not include your right to object to direct marketing, which can be exercised at any time without restriction.

If you want to exercise any of the rights listed above, please contact info@makeawish.org.nz.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, in some circumstances we may, charge a reasonable fee for providing this information to you, or refuse to comply with the request.

We may need to request specific information from you to help us confirm your identity and verify your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Where you have provided your consent to the collection, use or transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact info@makeawish.org.nz. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Breach notification

If there is a notifiable privacy breach involving your personal information, we will comply with any legal obligations under the Privacy Act.

Other websites

Our website may contain links to other websites, including Facebook, Twitter and Instagram. This Policy only applies to our website so when you link to other websites, you should read their own privacy policies.

Changes to this Policy

We keep this Policy under regular review and will post any updates on this webpage.

How to contact us

Please contact our Privacy Officer via info@makeawish.org.nz

Complaints

If for any reason you are not happy with the way that we have handled your personal information, please contact us at info@makeawish.org.nz. If you are still not happy, you have the right to make a complaint to the Office of the Privacy Commissioner (OPC).

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