



New Zealand AIDS Foundation  
Te Tūāpapa Mate Āraikore o Aotearoa

# Your Privacy

Client Rights and Responsibilities



# As our client, you have a right to privacy, respect, dignity and cultural sensitivity.

## This is what you can expect:

Our staff to be committed to providing a professional service.

To be treated with dignity, respect, and cultural sensitivity.

To receive any counselling and support in privacy.

To participate fully in decisions about your counselling and support.

To receive clear and accurate information so you can make an informed decision.

Access your health records and request correction of that information.

To know the name and position of any staff member involved with you.

Bring an advocate/friend for assistance and support.

**You can bring an advocate or friend for assistance and support to your appointments.**

## Your responsibilities

As our client, you are expected to be considerate and respectful to staff, other clients and property. We also ask that you attend appointments at the agreed time, or contact us in advance if unable to attend.

## Your privacy

Any information about you is confidential. It will only be shared with other health professionals with your permission, and when and where necessary for general health and well-being or in accordance with exceptions set out in the Health Information Privacy Code.

These include:

- Where NZAF is required to release information by law
- Where disclosure of information is necessary to prevent or lessen a serious and imminent threat to public health or safety, or to you or others.

You do not have to provide or authorise us to collect any information that we request, but if you choose not to, it may affect the services we provide.

If you wish to access or request correction of information that we hold about you, contact us at [contact@nzaf.org.nz](mailto:contact@nzaf.org.nz).

NZAF staff will use discretion and common sense to protect your privacy by collecting information so others cannot hear or see what is being noted.

# Our commitment

## We promise to:

- Respond to your needs to the very best of our ability and to recommend additional or alternate health services where appropriate
- Protect your privacy by using reasonable safeguards, such as collecting information in a way that others cannot hear or see what is being noted
- Only collect information that is necessary to providing appropriate services to you
- Use reasonable safeguards to secure all records relating to you safely and securely, including digital and physical records
- Protect your identity whenever information is released for statistical research or reporting purposes
- Retain your information for only as long as necessary
- Check the accuracy of information before using it
- Ensure our staff understand their privacy obligations

## Information collected by us:

You will be asked to give basic the personal information that is necessary for us to be able to provide you with relevant services and an emergency contact.

We need this in order to correctly identify you and for continuity of service. We may also use your information for statistical research or reporting purposes. If we do, we will ensure that the information used is in a form that does not identify you.

Any information collected by NZAF is legally protected by the requirements of The Privacy Act 1993, The Health Information Privacy Code 1994, The Health and Disability Commissioner Act 1994 and The Health Act 1956.

# Complaints procedure

If you are not satisfied with the service you are receiving from us, please speak with or write to us. In the first instance, contact the NZAF staff member concerned.

## Further to that:

### NZAF Burnett Centre Manager

 09 281 6786

 [contact.burnett@nzaf.org.nz](mailto:contact.burnett@nzaf.org.nz)

### NZAF Te Toka or Āwhina Centre Manager

 04 381 6643

 [contact.tetoka@nzaf.org.nz](mailto:contact.tetoka@nzaf.org.nz)

### NZAF Chief Executive

 09 300 3124

 [chief.executive.officer@nzaf.org.nz](mailto:chief.executive.officer@nzaf.org.nz)

**You also have the option of assistance from an HDC Patient Advocate to help you through the complaints process:**

### Health & Disability Commissioner (HDC) Nationwide Health & Disability Advocacy Service

 0800 11 22 33

 [www.hdc.org.nz](http://www.hdc.org.nz)

### Privacy Commissioner

 0800 803 909

 [www.privacy.org.nz](http://www.privacy.org.nz)

## About Us

We are focused on preventing the transmission of HIV and providing support for people living with HIV. Our counselling services are available to anyone living with or affected by HIV, regardless of gender, ethnicity, age or sexual orientation. We work with individuals, couples and groups. Appointments can be booked via our website at [nzaf.org.nz/counselling](http://nzaf.org.nz/counselling), or by calling on one of the numbers below.

### NZAF National Office

☎ 09 303 3124  
 ✉ [contact@nzaf.org.nz](mailto:contact@nzaf.org.nz)  
 📍 31 Hargreaves Street  
 St Mary's Bay  
 Auckland, 1011

### NZAF Burnett Centre

☎ 09 309 5560  
 ✉ [contact.burnett@nzaf.org.nz](mailto:contact.burnett@nzaf.org.nz)  
 📍 35 Hargreaves Street  
 St Mary's Bay  
 Auckland, 1011

### NZAF Āwhina Centre

☎ 04 381 6640  
 ✉ [contact.ahwina@nzaf.org.nz](mailto:contact.ahwina@nzaf.org.nz)  
 📍 Level 1, 187 Willis Street  
 Wellington, 6011

### NZAF Te Toka

☎ 03 379 1953  
 ✉ [contact.tetoka@nzaf.org.nz](mailto:contact.tetoka@nzaf.org.nz)  
 📍 185 Peterborough Street  
 Christchurch, 8013



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