

THE FOREST BRIDGE TRUST

Privacy Policy

Review Date: June 2025

Approval Authority: CEO/SMT

Outcome Statement

The Forest Bridge Trust (TFBT) is a charitable environment trust that was initiated in 2014. TFBT's vision is "Connected people and landscapes with healthy forest and flourishing indigenous wildlife from the Kaipara Harbour to the Pacific Coast."

Our values are Respect, Integrity and Empathy and we adhere to these in all our interactions both within TFBT and with our landowners, sponsors, funders, Iwi and other stakeholders.

Policy Statement

We're committed to treating personal information with care and respect. Trust means a lot to us, and we actively protect the privacy of all personal information collected. We are committed to working in accordance with the Privacy Act 2020.

Our Privacy Policy outlines the way TFBT collects, stores, and uses personal information provided to us, along with how that information is secured and handled. This policy also outlines what rights people have in relation to their information, including accessing or changing their personal information held by TFBT.

Scope

This policy applies to all personal information collected by us and provided to us including from our website at www.theforestbridgetrust.org.nz, face to face, over the phone, in writing and from any other forums.

By providing TFBT with your personal information when engaging with our services, you are authorising us to collect, store and process your information in the ways outlined in this policy.

Why do we collect Personal Information?

'Personal information' means any information about an identifiable individual person. TFBT always takes care to ensure that only personal information needed to provide our services and help run our business is collected. This may include personal information collected from landowners, volunteers, or any individuals interested in supporting TFBT.

The amount and type of personal information we collect will depend on the service or interaction with the individual.

What Personal Information do we collect?

Personal information may include but is not limited to details such as names, addresses, contact phone numbers, email addresses and photographs or videos taken where individuals can be clearly identified.

While we use personal information provided to TFBT for the purposes for which it is provided, sometimes, we may need to disclose personal information to third parties in order to carry on our business, such as to our trusted service providers and funding agencies where required contractually or where we are legally required.

We do not sell, provide or publicly disclose personal information to any individual, group or organisation unless specifically authorised.

How does TFBT keep your personal information secure?

All information is secured on databases, computers and on cloud storage services and every precaution is taken to keep personal information secure.

Some of our measures include:

- Investment in a robust IT system that is secure and provides secure online storage.
- Restricted access within TFBT to all personal information.
- Staff training and guidance on requirements with private information.
- Any third-party service providers (who may hold personal information on our behalf) have sound security measures in place.

You can choose not to provide us with your personal information, but we may be unable to confirm your identity, help you with your queries or requests, support you with our services or continue your relationship with us.

How long do we keep your personal information for?

We do not keep personal information for longer than is required for the purposes for which it can be lawfully used.

When we no longer require your information, we will either delete or anonymise such information.

Can you access or correct your personal information?

You have the right to know what information TFBT holds about you, and you can request access to your records or you can ask us to correct records if you believe they are inaccurate. These rights of accessing and correcting your personal information are provided in accordance with Principles 6 and 7 of the Privacy Act 2020. We will need to confirm your identity before we can give you any personal information.

To make a request, please write to our Privacy Officer, Michelle Worth at michelle@theforestbridgetrust.org.nz

We will respond to your request within 20 working days.

In some cases, we may have justifiable grounds under the Privacy Act for refusing to give you access to or correct some or all the information you have requested. If we do this, we'll explain the reasons for our decision. If we are not willing to comply with your request to correct certain information, you can ask us to attach a statement of the correction to your personal information.

How to get in touch with us

- If you have any questions about our Privacy Policy; or
- If you wish to make an access request; or
- If you are concerned about your privacy and want to make a complaint

Please contact our Privacy Officer Michelle Worth at michelle@theforestbridgetrust.org.nz

Any further questions or complaints

Where we have refused a request for access to or a correction of your personal information or where you have any other concerns about the way we have handled your personal information, you have the right to make a complaint.

In the first instance, please let us know about your concerns by contacting our Privacy Officer using the contact details set out above. We'll do everything we can to make things right.

If we can't resolve your complaint for you, then you have the right to make a complaint to the Office of the Privacy Commissioner by:

- Completing an online complaint form at www.privacy.org.nz; or
- Writing to the Office of the Privacy Commissioner, PO Box 10-094, The Terrace, Wellington 6143; or
- Emailing your complaint to enquiries@privacy.org.nz; or
- Phone: 0800 803 909 (from New Zealand) or +64 (0)4 474 7590 (from overseas)

Updates to our Privacy Policy

Our Privacy Policy is reviewed on a regular basis and from time to time we may update this Privacy Policy to reflect changes to our business or changes to the Privacy Act.

We may not notify any parties of these changes so please review our Privacy Policy periodically to ensure you're up to date with our privacy practices at TFBT.