

# **HAWKE'S BAY KYOKUSHIN KARATE PRIVACY POLICY**

Hawke's Bay Kyokushin Karate (referred to as HBK Karate in this document) are committed to protecting the privacy of your personal information. HBK Karate is required to comply with the Privacy Act 2020 (Privacy Act) in New Zealand.

The purpose of this privacy statement is also to inform you of your rights in relation to your personal information. It covers the collection, processing and other use of personal data under the General Data Protection Regulations (GDPR) 2018. Other policies may apply instead of or in addition to this Privacy Policy in certain circumstances.

By using our website [www.hawkesbaykyokushin.co.nz](http://www.hawkesbaykyokushin.co.nz) and any other website we may establish or operate from time to time, and/or providing your personal information to us you consent to us handling your personal information in accordance with this Privacy Policy.

We reserve the right to update this privacy statement at any time and for any reason, so we encourage you to make sure that you are familiar with the current version of our privacy statement. Any change we make applies from the date the updated Privacy Policy is posted on our website.

## **WHAT PERSONAL INFORMATION DO WE COLLECT?**

The kind of personal information we collect and hold about you, and our use of that information, is dependent on the products and services we provide to you.

Generally, this personal information may include (but is not limited to) your name, address, date of birth, telephone number, email address, details of the products or services you have enquired about and photo identification.

Collection of your personal information may be required by law for the purpose of reporting to government agencies for planning, evaluative and administrative relating to your training.

## **HOW DO WE COLLECT YOUR PERSONAL INFORMATION?**

Generally, we collect your personal information directly from you unless it is impracticable or unreasonable to do so.

When collecting your personal information, we will take reasonable steps to provide you with certain information as required under the Privacy Act, including the purpose of collection, who we may disclose your personal information to, any law that requires or authorises us to collect the information and the main consequences if we do not collect all of the personal information we require.

Generally, if we are unable to collect the personal information we require, we may not be able to provide you with the products and services you seek. If the information provided is incorrect or incomplete, this may also prevent, limit or otherwise affect our ability to provide products or services to you.

## **HOW IS YOUR PERSONAL INFORMATION COLLECTED BY THE HBK KARATE WEBSITE?**

Our websites use cookies. We do not use the information stored in those cookies to collect information about you or your computer. The cookies are used for statistical purposes and to assist with your use of the website. We may also collect click-stream data when you use the website, such as the date and time of your visit, the pages you accessed, your IP address, the type of browser and operating system you are using and the websites you come from and move to. This information is collected for statistical purposes to assist us to find out how our website is used and navigated and to improve our website.

HBK Karate website may contain links to third party websites. HBK Karate is not responsible for the privacy, security or handling of your personal information via those websites. You should review the privacy policy and terms of use for those websites each time you visit them.

## **WHY DO WE COLLECT, HOLD AND USE YOUR PERSONAL INFORMATION?**

We will use and disclose your personal information for the purposes for which we collected it, and for other related purposes that you would reasonably expect.

Generally, these purposes include responding to your enquiries, providing you with products and services such as those set out in the section above, obtaining your feedback on your customer experience and for our general business operations.

## **HOW DO WE DISCLOSE YOUR PERSONAL INFORMATION?**

We will not disclose your personal information to any other companies, agencies or individuals.

## **STORAGE OF PERSONAL INFORMATION**

We may hold your personal information in electronic formats or in hard copy, at our offices at 202 Lovedale Road, St Leonards, Hastings, including data storage facilities or online storage located within New Zealand, which may be operated by independent service contractors.

## **MANAGEMENT OF PERSONAL INFORMATION**

We take reasonable steps to securely store your personal information to ensure it is protected from unauthorised access, modification and disclosure, and from other types of misuse, interference and loss. This includes electronic and physical security measures and procedures, staff training and use of password protection software.

We will take reasonable steps to destroy or permanently de-identify your personal information when we no longer require it for any purpose for which it was collected. We may retain your personal information for as long as necessary to comply with any applicable law, for legal, insurance and corporate governance purposes, for the prevention of fraud and to resolve disputes. Your personal information may also be retained in our IT system back-up records.

The transfer of data over the Internet is inherently insecure. We cannot guarantee the security, during transmission, of any personal information provided to us via our websites. Please bear this in mind when transmitting information by this means to us.

## **YOUR RIGHT TO ACCESS AND CORRECT YOUR PERSONAL INFORMATION WE HOLD**

The Privacy Act and the GDPR give you the right to access information held about you by us. You may lodge a request to access and correct personal information that we hold about you if you believe it is inaccurate, incomplete, out-of-date, irrelevant or misleading by contacting our Privacy Officer via the contact details shown below.

You may request that we provide you with access to the personal information we hold about you. Generally, we will provide you with access, except in limited circumstances where the Privacy Act

permits us to deny access. Any such requests must be made in writing and directed to our Privacy Officer via the details shown below. We will respond to your request within 20 working days of the day on which the request is received.

Under the Privacy Act, we may be permitted to charge you a reasonable fee for providing access to your personal information. Please note that no fee will be incurred for requesting access, and if your request for access is accepted, we will inform you of the fee (if any) that will be payable for providing access if you proceed with your request.

You may ask us to inform you of the source of any personal information about you that we have collected from a third party. We will provide this at no cost, except in limited circumstances where laws permit us to withhold this information.

You have the right to change the permissions that you have given us in relation to how we may use your data. You also have the right to request that we cease using your data or that we delete all personal data records that we hold relating to you. You can exercise these rights at any time by writing to our Privacy Officer at the address detailed below.

## **MAKING A COMPLAINT**

You may lodge a complaint with us if you believe we have handled your personal information other than in accordance with the Privacy Act. To do so please contact our Privacy Officer Diane Takiwa via the contact details below. We will confirm receipt of your complaint and set out the time frame we require to investigate your complaint and provide you with a response. We will endeavour to respond as quickly as possible, which will typically be within 14 days of receiving your complaint.

You have the right to make a complaint to the New Zealand Privacy Commissioner. This can be done through the Privacy Commissioner online complaint form here: <https://privacy.org.nz/your-rights/making-a-complaint/complaint-form/>

## **CONTACT US**

If you would like further information about the way we manage your personal information, or if you have a privacy-related complaint, please contact our Privacy Officer by telephone on 021893489, by mail at 202 Lovedale Road, St Leonards, Hastings 4120 or by email at [admin@hawkesbaykyokushin.co.nz](mailto:admin@hawkesbaykyokushin.co.nz)

For the purpose of the GDPR, we are the data controller and any enquiry regarding the collection or processing of your data should be addressed to our Privacy Officer at the contact details above.

## **OFFICE OF THE PRIVACY COMMISSIONER**

More information about your rights and our obligations in connection with your personal information are available from the Office of the Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz)