

# Reo Ora Privacy Statement

## Introduction

The Reo Ora - Health Voice panel is for Auckland District Health Board to engage with our community and to hear from panel members through surveys about how services are and could be provided and about proposed improvements and plans. We will also tell our panel members about other related events and activities.

This will mainly be for Auckland District Health Board purposes but you may also be asked to participate in surveys or discussions on behalf of related organisations such as other District Health Boards or the Ministry of Health. We welcome your feedback and comments but you do not have to participate in any survey or other activity if you do not want to.

The Reo Ora – Health Voice panel is entirely separate from Auckland District Health Board clinical information and records. If you need to update or change information held by Auckland District Health Board for clinical purposes or for us to contact you about your clinical care, please contact the Information Management team via email at [dataquality@adhb.govt.nz](mailto:dataquality@adhb.govt.nz) or speak to the receptionist or ward clerk when you are next on site at one of our locations.

## Commitment to your privacy and responsible use of information

Auckland District Health Board is committed to ensuring the privacy of your information and we understand that the privacy of your information is important to you as a Reo Ora - Health Voice panel member.

## Information collection

When you complete your registration as a panel member and in any subsequent survey, we will collect and store the information you choose to provide to us. This information will be collected and stored on a secure database by our software provider, Qualtrics.

The information collected will only be used by Auckland District Health Board for consultation and feedback consistent with the DHB's purpose and objectives. Consultation and feedback will be for planning Auckland District Health Board services, to collect feedback about service experience, and to monitor quality improvement. We may also run surveys or discussions on behalf of other District Health Boards or related agencies (e.g. Ministry of Health) and may disclose consolidated information to related agencies.

## Information Disclosure

The information you provide and we collect will be aggregated and anonymised into qualitative and quantitative results. That is, individuals will not be named. Where verbatim (word for word) comments are published in reports these will not be linked to individuals, and if necessary will be moderated to remove identifiable information.

Information collected as a result of surveys will usually be visible to the participant in a summarised form sometime after the survey is run.

Reports from surveys will be used within Auckland District Health Board for internal purposes and objectives; clinical staff will not see personal details you provide.

Occasionally, surveys may be run on behalf of a third party, such as the Ministry of Health or another District Health Board. That fact will be disclosed to you.

Your prior consent would be sought should a third party wish to contact you directly or use the individual information that we hold, unless otherwise authorised by law.

## Cookies

Cookies are small pieces of information which can be stored on your hard drive (persistent cookies) or in memory (session cookies). The cookies we send to your internet browser cannot read your hard drive or command your computer to perform any action. We only use session cookies in the operation of the Reo Ora - Health Voice surveys.

The session cookies are used only while your internet browser is open. This cookie holds only the information that is uniquely generated when you access the survey. It is used to determine that you are who you say you are, to keep track of survey sessions and to prevent you from repeating a survey. No personal information is kept in the cookie and the cookie is not permanently written to your hard drive. When you complete the survey the cookie is no longer valid and is discarded when you close your internet browser.

## Use of email address

In order to be a member of the Reo Ora - Health Voice panel we require your email address. When you choose to join the Reo Ora - Health Voice panel you will be asked to tell us the email address you would like us to use. Once you have joined the Reo Ora - Health Voice panel we will only use the email you give us in the registration, for Reo Ora - Health Voice surveys, newsletters and invitations, in accordance with the purposes above.

## Unsubscribing and ending membership

Whenever you receive an email from the Reo Ora - Health Voice panel we will give you the option to end your membership by clicking on a link in the email. When you do this, we will stop sending invitations to take part in surveys and Reo Ora - Health Voice newsletters.

## Changing or removing your information

You have the right to access and correct the information held about you by Auckland District Health Board and Qualtrics subject to the provisions of the Privacy Act 1993.

## Privacy Act 1993

This notice is provided for your information and is not intended to limit or exclude your rights under the Privacy Act 1993.

27 May 2019