

# Privacy statement

We know your privacy is important to you. Handling your information with care and respect is important to us, too.

## Your privacy is important to us

We value the privacy of information that we receive. We follow best practices to comply with the Privacy Act 2020.

Read more about the Privacy Act 2020 (<https://www.privacy.org.nz/privacy-act-2020>) 

## Our policy

Our Privacy Policy is a specific piece of our policy to dictate how privacy works in our day-to-day operations.

 Our Privacy Policy [PDF, 430 KB] (<https://www.veteransaffairs.mil.nz/assets/Policy/Privacy-managing-personal-information.pdf>)

## Who is Veterans' Affairs?

We are a unit of the New Zealand Defence Force established under section 198 of the Veterans' Support Act 2014. Our functions are set out in this Act. We are based in Wellington, New Zealand.

Veterans' Support Act 2014 (<https://www.veteransaffairs.mil.nz/the-veterans-support-act-2014/>)

You can contact us with any queries.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

## When does this privacy statement apply?

This privacy statement applies to the personal information we collect from veterans and other claimants (the spouse, partner, children, dependants and those who provide non-professional support to veterans) who have coverage under the Veterans' Support Act 2014.

## What are the purposes for which we collect personal information, and why?









We collect personal information directly from you for the following purposes:

- To notify an individual of services that they may be eligible for and entitled to access.
- To enable an individual's identity and status as a veteran or other claimant to be verified.
- To assess or reassess the eligibility and entitlement of a veteran or other claimant for services.
- To facilitate rehabilitation and treatment of a veteran.
- To cleanse and update records of a veteran or other claimant.
- To assist in reviews and appeals against decisions regarding services.
- For the purposes set out in section 213 of the Act.

We also collect the information from other sources about you for the above purposes in accordance with an approved

We also collect the information from other sources about you for the above purposes in accordance with an approved information sharing agreement (AISA) made under the Privacy Act 2020 or otherwise.

The agencies are located at their official business addresses.

- ACC (<https://www.acc.co.nz/contact>) 
- Corrections ([https://www.corrections.govt.nz/about\\_us/getting\\_in\\_touch/contact\\_us](https://www.corrections.govt.nz/about_us/getting_in_touch/contact_us)) 
- Customs (<https://www.customs.govt.nz/contact-us/>) 
- DIA (<https://www.dia.govt.nz/Contact-us>)  and Registrar-General (eg birth, death, marriage, and other register information and passport information)
- Health agencies
- IRD (<https://www.ird.govt.nz/contactus>) 
- Ministry of Education (<https://www.education.govt.nz/our-work/our-role-and-our-people/contact-us/>) 
- MSD (<https://msd.govt.nz/about-msd-and-our-work/contact-us/index.html>) 
- New Zealand Defence Force (<https://www.nzdf.mil.nz/media-centre/contact-us/>)  (eg service and medical records, and medallic records).

The collection of personal information (medical and other records) from you is required by law under section 27 of the Act.

## Who do we share your personal information with?

We may disclose your personal information to:

- A medical practitioner or treatment provider
- An agency that is a party to the AISA
- The Inland Revenue Department (IRD)
- a law enforcement agency or regulatory authority where required under law
- any other person authorised by applicable law.

## How do we secure your information?

Your personal information is held in a controlled and secure environment. We use appropriate technical, organisational and administrative security measures to protect any information we hold from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

Information you provide via user-submitted forms on our website is protected by AES-256 encryption.

More information about your privacy when you use our site (<https://www.veteransaffairs.mil.nz/privacy-disclaimer-and-copyright-information/privacy-when-you-use-our-site/>)

## How long do we keep your information?

We only keep your personal information for as long as it is required.

## What are your rights?

You have the right to access and correct information and to make a complaint.

### Access and correction

If you would like a copy of your personal information or wish to have it corrected, please contact us.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

## Complaints

You can complain by emailing us at [va.communications@nzdf.mil.nz](mailto:va.communications@nzdf.mil.nz) (<mailto:va.communications@nzdf.mil.nz>)

You also have the right to make a complaint to the New Zealand Office of the Privacy Commissioner. Information about how to lodge a complaint is available on the Privacy Commissioner's website.

Website of the Privacy Commissioner  
(<https://www.privacy.org.nz>)



## Will this privacy statement change?

We may change this privacy statement in the future. Any changes will be updated here and, where appropriate, notified to you. We advise you to check back frequently to see any updates or changes.

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