



IMPORTANT: Our Services are mentoring and peer support and are not intended as a substitute for medical or other professional therapy advice, diagnosis or treatment, and the use of the Services does not create a healthcare professional/client relationship of any kind.

Your privacy is important to us. Here is what we do to protect you and your information:

All virtual and in-person sessions are confidential. Groups are reminded of the rules that what is discussed stays within the meeting and will not be discussed externally. Notes are recorded to facilitate your journey. A copy of the information held about you is available by contacting us and following the procedure. Any information such as harm to anyone will be reported as required by law.

All information is securely stored electronically with password protection. While specific cases are not shared in detail, your general case may be used to participate in regular professional development sessions. These sessions are also confidential and thus all information is treated and handled as such.

"Personal information" means any information that can identify you either directly or indirectly (i.e. by reference to other information we have access to).

"Health information" includes information about the health of an individual.

What information we collect about you:

- We may process certain types of personal information about you as follows:
- Identity data that may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
- Contact data that may include your billing address, delivery address, email address and telephone numbers.
- For certain Services, we may request that you provide us with sensitive data about you (which may include information about your health). How we collect your personal information
- Transaction data that may include details about payments between us and other details of purchases made by you. Financial data that may include your bank account and payment card details.
- Technical data that may include your internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access the Site.
- Usage data that may include information about how you use our Site and/or Services.
- Marketing and communications data that may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.
- We collect your personal information from you and other agencies in the following circumstances:
- When you request a Service. We may collect your personal information from you when you request a Service including your name, contact details and any other information reasonably required in connection with your request for a Service.
- When you use our Services. We may collect three types of information from you when you use a Service:
- Information relating to the Services we provide to you including any information we reasonably require in performing the Services.
- Information on how you use the Services or communicate with us including your activity and interactions on our Site, our software, your interactions with us in person, and any recordings (video, chat, voice or otherwise) we collect when you interact with us either on our Site, using our software/systems, over the phone or in person.
- Information you give us when you raise a query, sign up for communications (such as marketing emails) or give us feedback, or any information you give us to update, confirm or correct our records. This may include your name, email address, contact phone number, address and any other personal information included in your communication with us.
- When we work with third party agencies or use their information. We may collect your personal information from third party agencies to enable us to deliver you a Service and to run our business efficiently including information provided to us by:
 - an agency if you have requested that agency to provide such information (such as from a medical professional); and
 - government agencies if required to comply with any laws and regulations.

How we use your personal information:

- We may use your personal information and health information for the following purposes:
- When you request a Service. We may use your personal information and/or health information to confirm your identity, contact you and otherwise perform the Services.
- When you use a Service. We may use your personal information to communicate with you about a Service and otherwise take any action in relation to the provision of a Service including:
 - managing our business (including maintaining appropriate records so that we can contact you and otherwise provide appropriate Services to you);
 - managing your account including communicating with you from time to time in relation to fees, payments and your general obligations to us;
 - suggesting to you better ways to use a Service based on information relating to your usage of that Service;
 - telling you about any other Service that may meet your requirements; and
 - telling you when you need to take any action in relation to a Service, such as making a payment to us or sending us additional information.
 - When we market a Service to you. We may use your personal information to decide what marketing information to send to you and where to place adverts on websites and social media. Please see below for more information including how to opt-out of marketing communications.
 - When we manage our business. We may use your personal information to run our day-to-day business operations including:
 - preparing management reports and business plans;
 - recovering money owed to us; and
 - improving a Service (including improving and optimising the customer journey in relation to a Service).
 - When we must comply with the law. We may need to use your personal information and/or health information to comply with our legal obligations, including to comply with New Zealand law and any obligations to regulatory agencies or appropriate third parties.
- You can choose not to give us any of your personal information and/or medical information that we request. However, this may mean that we will be unable to properly provide you with the Services, and/or information that you require from us.
- Use of cookies
- When you visit our Site, you can browse and access information without revealing your identity. In order to improve our Site, we may use “cookies” to track your visit. A cookie is a small amount of data that is transferred to your browser by a web server and can only be read by the server that gave it to you. It functions as your identification card, and enables us to record your user journey. It cannot be executed as code or deliver viruses. Cookies help us to improve our Site and to deliver a better and more personalised service. Cookies enable us:
 - to estimate our audience size and usage pattern;
 - to store information about your preferences, and so allow us to customise our Site according to your individual interests;
 - to speed up your searches; and
 - to recognise you when you return to our Site.
- Most browsers are initially set to accept cookies. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you log on to our Site.
- Please note that our advertisers may also use cookies, over which we have no control.
- Security
- We will take all steps reasonably necessary to ensure that personal information is treated securely and in accordance with this Privacy Policy.
- The transmission of information via the internet is not completely secure. Although we will do our best to protect personal information, we cannot guarantee the security of your data transmitted to our Site, through any third party sites or platforms that we use to provide the Services to you or through the Services that we

provide to you. Therefore, any transmission is at your own risk. Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access.

- Privacy breaches
- A privacy breach occurs where there is unauthorised or accidental access to, or disclosure, alteration, loss (whether temporary or permanent), or destruction of, personal information and/or health information held by us or an action that prevents us from accessing personal information on either a temporary or permanent basis.
- If we learn of a privacy breach involving personal information and/or health information we hold, we will assess whether the privacy breach is likely to cause, or has caused, serious harm to an affected individual or individuals. If our assessment finds that the privacy breach has caused serious harm to an affected individual or individuals, or is likely to do so, we will take steps to minimise any harm, notify the affected individual or individuals (if required and permissible under the Act) and notify the Privacy Commissioner within the timeframes prescribed by the Act.

Storage of data

- We use third party service providers to assist in storing and processing certain types of personal information for us, and some of these service providers may be located overseas, or use facilities located overseas to provide us with services. These third party service providers do not use the personal information for any purpose other than to enable us to provide our Services outlined in this policy.

How long do we keep your personal information for?

- We will retain your personal information for as long as it is needed to be able to provide Services to you. If we no longer provide any Service to you, we will only keep your personal information if it is necessary or required to meet legal or regulatory requirements, resolve disputes, or to prevent fraud or abuse.

External sites

- Our Site may contain links to other sites. Please be aware that we are not responsible for the privacy practices of such other sites. You should check the privacy practices of those third-party sites. Links from our Site to any of those third-party sites do not amount to an endorsement by us of any of those other sites or their content.

Social media platforms

- Please be aware that if you share any of your personal information and/or health information on a third party social media website or app (e.g. Facebook, Instagram and LinkedIn), your personal information and/or health information may be collected or used by the third party website or app and/or the users of these platforms, and could result in you receiving unsolicited messages. We encourage you to review the privacy policies and settings of the social media platforms you interact with.

Who we may share your personal information with:

- We may disclose or share your personal information with other agencies in the following circumstances:
- Any agency with your consent. We may share your personal information with agencies that you have consented to or requested us to do so.
- Third party service providers. We may share your personal information with third parties that support our Services, including any third party that hosts, maintains or provides any underlying IT system, software or data centre that we use to provide our Site, to allow payment by you to us for the provision of Services to you, or to deliver a Service to you. These third parties are not authorised to use your personal information for promotional purposes.

Access to, and correction of, information

- The Act gives you the right to access information held about you so that you can update or correct it. Your right of access can be exercised in accordance with the Act.

Changes to our Privacy Policy

- Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. We are not obliged to give you advance notice if an immediate change to this Privacy Policy is deemed necessary. This page will always have the current version of this Privacy Policy.

Should you feel there has been a breach, please contact: info@embraced.co.nz, alternatively if you still haven't found a satisfactory resolution, the privacy policy below has further information and provides next steps.

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