

Neighbourhood Support Rotorua Incorporated

Privacy Statement

Neighbourhood Support Rotorua uses a stand-alone Microsoft Access database, in a stand-alone computer, to store and manage personal information. The information from this form is stored in that database and in backup devices held by each Co-ordinator. To open the database requires a secure password open to the stand alone computer which is accessed only by Neighbourhood Support Rotorua Staff.

The information gathered includes: address, household member's names, contact telephone & mobile numbers, email address, an emergency contact person & their contact details, and, for in the time of an emergency, skills/resources/occupation/language translation ability/urgent medication & health resources.

The exception to storage on the database are as follows:

1. All information provided by households in the Group coverage area, called the registered households, is provided to the Street/Group Contact Person of that Group and is marked as confidential for use in an emergency and as a contact information list. The information not to be distributed in any form by the Street/Group Contact Person.
2. A Group Telephone List is printed and sent to the Street/Group Contact Person for distribution to registered households who have agreed with this privacy statement. It will contain the house-holder names, address, telephone and mobile numbers and emergency contact details. This information is marked as confidential not for further distribution in any form.
3. The only time that contact information is shared with an outside agency is at the time of a declared civil emergency so that households in affected areas can be contacted by the emergency management personnel and to located information on skills/resources/occupation/language translation ability/urgent medication & health resources

The forms completed and sent to the office are not stored but are destroyed once the information has been entered into the database.

If you wish to have a copy of information held on your household please contact the Neighbourhood Support Rotorua office by phone 07-349-9470 or by email to nsrotorua@gmail.com