

State Redress NZ

Privacy and Information Sharing Fact Sheet



Redress
New Zealand

This fact sheet explains how information is collected, used, shared and protected within State Redress NZ.

About State Redress NZ

State Redress NZ helps survivors get information about State redress, make a new claim, and understand what happens next.

State Redress NZ includes the State redress service and redress agencies. The State redress service is operated by Ministry of Social Development (MSD). The redress agencies are MSD, the Ministry of Education, the Ministry of Health, Health New Zealand, Oranga Tamariki, the Department of Corrections, and Te Puni Kōkiri.

To help respond to enquiries and claims, the State redress service and redress agencies may need to collect, use and share information about you.

We understand this information may be personal and sensitive.

About this fact sheet

This fact sheet explains what information may be collected, how it may be used and shared, how it is protected, and how you can access or correct it.

Information we collect and why

State Redress NZ only collects the information needed to help with your enquiry, request or redress claim. This may include information needed to:

- identify you
- understand your request
- assess and respond to your claim
- connect you with the right agency or agencies
- provide redress services and support
- keep you updated about your claim or request

You can choose to share your experiences when you first contact the State redress service. If you do, this may be shared with the agency or agencies responsible for your claim, so you do not have to repeat it later.

A redress agency may later need more detail to assess your claim and decide what support or redress may be available.

You can choose how you provide information to us, including in person, by phone, in writing or email.

You can also ask someone to provide information or act for you, such as a support person, advocate, counsellor, lawyer, family member or whānau representative.

You do not have to provide everything at once. If we need more information to assess your claim, we may ask you for it before continuing.

Your claim may include information about other people, such as family, whānau, caregivers, staff members or others involved in relevant events. This information is managed carefully and in line with privacy requirements.

How we collect your information

We usually collect information from you or someone acting for you. We may also collect relevant information from redress agencies, schools, care providers, service providers or other organisations. We only collect what is needed for your enquiry, request or claim.

If we cannot contact you, we may seek updated contact details from another organisation where this is lawful and necessary. Only the minimum information needed will be shared.

If we collect information about you from another source, we will explain what was collected, where it came from and why it was needed, where appropriate.

Who we may share your information with

[Sharing information to support your claim](#)

The State redress service and redress agencies may share information when it is needed to respond to your enquiry, request or claim, under agreed arrangements and the Privacy Act 2020.

Agencies may share contact details, claim information, decisions, outcomes, and redress services requested or provided.

Sharing information can help agencies work together and reduce the need for you to repeat your experiences.

In some cases, all or part of your claim may be transferred or referred to another redress agency to assess, respond to or manage. Where appropriate, we will explain this first.

Using information to improve services

Information may sometimes be used in a form that does not identify you to improve redress services, monitor system performance, and provide statistical reporting or advice to government.

Sharing information for safety or legal reasons

If information suggests a risk to someone's safety or wellbeing, we may share it with an appropriate agency, such as Oranga Tamariki, the Ministry of Education, Police, redress agencies or relevant service providers. We will usually share only what is needed and, where appropriate, discuss this with you first.

We may also share information with Police where there are concerns about criminal offending or where information is lawfully requested for an investigation. In some circumstances, we may share information without your consent if the law allows us to.

Sometimes we may need to share information with a person named in your claim for legal, court or employment-related processes. Where possible and appropriate, we will discuss this with you first.

If you have concerns that sharing information could affect your safety, wellbeing or privacy, please let us know.

We will discuss any concerns with you and work with you to manage information as safely and appropriately as possible.

How we protect your information

Information will only be shared with people who need it for their work. Information is protected in line with privacy, security, information management and records requirements.

MSD is responsible for State redress service information, and each redress agency is responsible for information it holds.

Your claim may include information about other people, such as family, whānau, caregivers, staff, alleged perpetrators, witnesses or others connected to the events.

We will only collect, use or share this information where relevant to assess, manage or respond to your claim and in line with privacy requirements.

Accessing or correcting your information

You can ask to see a copy of information held about you.

You can ask us to correct information you think is wrong. If we do not make the correction, you can ask us to attach a statement noting the correction you requested.

You can do this by contacting State Redress NZ at the details below. We can help you access or correct your information, identify who holds your information, put you in touch with the right agency, or work with the agency on your behalf.

If you know which redress agency holds your information, you can also contact them directly.

For more information

For more information about privacy and information sharing:

Website: <https://redress.govt.nz>

Email: contact@info.redress.govt.nz

Phone: [0800 110 886](tel:0800110886) or [+64 4 910 9886](tel:+6449109886)

Post: State Redress NZ
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