

Developed January 2023



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# NZSTA Complaints about Privacy Policy

## Scope

This policy applies to employees, contractors, the NZSTA board and any member or individual acting under the direction of the executive director or Board.

## Policy

The New Zealand Speech-language Therapists' Association commits to take all reasonable steps to ensure the safety of personal information held.

Despite this, breaches in privacy may still occur.

NZSTA encourages reporting and aims for an early resolution of all complaints.

Any person may complain about a breach of their privacy to the NZSTA.

## Procedure

Complaints may be addressed to the privacy officer via email:

[executivedirector@speechtherapy.org.nz](mailto:executivedirector@speechtherapy.org.nz).

The complaint should include:

- the complainant's name
- the circumstances surrounding the complaint: What happened? When did it happen? Who was involved?
- the action the complainant would like to see happen.

The privacy officer will contact the complainant for any further information, except where the privacy officer is the subject of the complaint. These will be referred to the president.

An investigation into the complaint will be carried out without delay. The outcome will be communicated to the complainant, along with any action taken by the NZSTA.

The NZSTA will notify the Office of the Privacy Commissioner if the complaint identifies a privacy breach as required under the Privacy Act.

Complaints to the Privacy Commissioner

If the complainant is unhappy with the resolution of the complaint, they may complain to the [Office of the Privacy Commissioner](#).

We gratefully acknowledge Te Poari Whakaora Ngangahau o Aotearoa Occupational Therapy Board of New Zealand's Privacy Complaints Policy in the development of this policy.