Privacy Policy

Hamlin Fistula Foundation (trading as Hamlin Fistula New Zealand)
Last updated: September 2026

Hamlin Fistula Foundation, trading as Hamlin Fistula New Zealand (HFNZ), respects your privacy and is committed to protecting the personal information entrusted to us. This Privacy Policy explains how we collect, use, store, share and protect personal information, and your rights under the New Zealand Privacy Act 2020.

1. Who we are

Hamlin Fistula Foundation trades as **Hamlin Fistula New Zealand** and is a registered New Zealand charity (CC26896). We raise funds and awareness in New Zealand to support the work of Hamlin Fistula Ethiopia, including treatment and rehabilitation for women with childbirth injuries and the prevention of these injuries through access to quality maternal healthcare and midwifery services.

Our contact details are:

- Email: info@hamlinfistula.org.nz
- Phone: 020 4100 9412
- Post: PO Box 6395, Christchurch 8442, New Zealand
- Website: https://hamlinfistula.org.nz/

2. What personal information we collect

Depending on how you interact with us, we may collect information such as:

- your name, postal address, email address and telephone number
- your occupation or professional information, where relevant to your relationship with us
- your donation history, donation preferences and information needed to issue receipts and administer donations
- payment-related information needed to process a transaction (although complete card details are processed securely by our payment providers rather than stored by us)
- your communication preferences and records of communications with us
- information you provide when you subscribe to updates, attend an event, fundraise, volunteer, participate in a campaign or contact us
- information relating to a gift in your Will or other intended legacy, where you choose to tell us about it
- information about your interests in our work and your engagement with our communications
- information you provide through surveys, forms, correspondence or social media interactions
- technical information associated with use of our website, such as browser/device information, website activity and cookie or analytics data, where applicable
- information available from public sources where it is lawful and appropriate for us to collect it.

We aim to collect only the personal information that is reasonably necessary for our work and our relationship with you.

3. How we collect personal information

We usually collect personal information directly from you — for example, when you make a donation, sign up for our emails, contact us, register for or attend an event, fundraise for us, volunteer, complete a form or tell us about a gift in your Will.

We may also receive information from third parties or other sources. Examples may include a fundraising platform you use to support us, a person making a donation or fundraising on your behalf, an executor or adviser dealing with a gift in a Will, an event organiser, or publicly available sources. If someone makes a donation on your behalf and asks us to tell you about their gift, we may collect the contact information they provide about you for that purpose.

Where we collect personal information about you from another source, we will comply with Information Privacy Principles 2 and 3A of the Privacy Act 2020. Where required, we will take reasonable steps to tell you that we have collected the information, why we collected it, who may receive it, who holds it, and about your rights of access and correction. The Privacy Act contains exceptions to these requirements, including in some circumstances where information is already publicly available.

4. Why we use your personal information

We may use your personal information to:

- process, record and acknowledge donations and issue donation receipts
- administer regular giving, fundraising activities, events, campaigns and supporter programmes
- communicate with you about our work, impact, appeals, events and ways to support Hamlin
- respond to enquiries, requests and feedback
- confirm your identity when you contact us where this is appropriate, for example when discussing or changing information we hold about you
- provide goods, resources or services you have requested from us
- record and respect your communication and contact preferences
- manage relationships with donors, supporters, fundraisers, volunteers and people considering or leaving gifts in their Wills
- understand supporter engagement and improve our fundraising, communications, website and services
- maintain accurate records and meet our financial, audit, governance and legal obligations
- detect or prevent fraud, misuse or security threats
- protect our systems, people, supporters and charitable resources
- carry out other purposes that we explain to you at the time information is collected, or that are otherwise permitted by law.

5. Fundraising and communications

If you support us or ask to hear from us, we may contact you with news about Hamlin's work, fundraising appeals, events and other ways to get involved. The channels we use may include email, post or telephone, depending on the information and preferences you have provided and what is permitted by law.

You can change your communication preferences or ask us to stop sending fundraising or marketing communications at any time. You can use the unsubscribe link in our marketing emails or contact us at info@hamlinfistula.org.nz.

If you ask us not to contact you, we may retain a limited record of your details and preference so that we can honour that request.

6. Publicly available information and supporter research

From time to time, we may use information that is publicly available to better understand existing or potential supporters and to identify people or organisations who may have an interest in supporting our charitable work. Public sources may include publicly accessible websites, professional profiles, public registers and published media.

We will only collect and use this information where we consider it relevant and appropriate for our fundraising purposes and where the collection and use is permitted by the Privacy Act 2020. We do not seek to collect unnecessary or unreasonably intrusive information. Where Information Privacy Principle 3A requires notification of indirect collection, we will take reasonable steps to provide that notification unless an applicable exception applies.

7. Sensitive information

We do not routinely seek sensitive information about our supporters. However, you may sometimes choose to share personal information with us that is sensitive — for example, when explaining why Hamlin's work is important to you. If you do, we will handle that information with appropriate care and only use it where relevant to the purpose for which it was provided or as otherwise permitted by law.

8. Who we share personal information with

We do not sell, rent or trade personal information. We may share personal information where reasonably necessary with trusted organisations that provide services to us or help us carry out our charitable activities. These may include:

- payment processors, banks and financial service providers
- donation and fundraising platform providers
- database, cloud software, IT, website and cybersecurity providers
- email, communications, printing, mailing and data-quality service providers
- professional advisers, auditors and other contractors working on our behalf
- Hamlin partner organisations where sharing is necessary for an agreed purpose and is lawful
- government, regulatory, law-enforcement or other bodies where disclosure is required or permitted by law.

Where third parties process personal information on our behalf, we expect them to use it only for the services they provide to us and to protect it appropriately.

9. Overseas service providers and disclosures

Some of the service providers we use may store or process information outside New Zealand. Where an overseas provider acts only as our agent — for example, by providing cloud storage or software services and not using the information for its own purposes — the Privacy Act treats the information as being held by us.

If we disclose personal information to an overseas person or organisation for its own use, we will comply with Information Privacy Principle 12. This includes taking reasonable steps to ensure that the recipient is subject to appropriate privacy safeguards, or obtaining authorisation where required.

10. Website, cookies and analytics

Our website may use cookies and similar technologies to make the site work, remember preferences, understand how people use the site, measure the effectiveness of our communications and improve the supporter experience.

Some cookies are necessary for website functionality, while others may be provided by third-party services used for analytics, embedded content, forms or other website features. The cookies in use may change as our website and service providers change.

You can control or delete cookies through your browser settings. Blocking some cookies may affect how parts of the website function. Where consent is required for particular cookies or technologies, we will seek it in the manner required by applicable law.

11. How we protect personal information

We take reasonable steps to protect personal information against loss, unauthorised access, use, modification, disclosure and other misuse. Personal information may be held electronically or in hard copy, and our safeguards include appropriate administrative, technical and physical measures, with access limited to people who need the information for their role.
Our staff, volunteers, contractors and service providers who have access to personal information are expected to keep it confidential and secure.

No method of electronic transmission or storage can be guaranteed to be completely secure. If we become aware of a privacy breach, we will assess and respond to it promptly.

12. Privacy breaches

If a privacy breach has caused, or is likely to cause, serious harm to an affected person, we will notify the Office of the Privacy Commissioner and affected individuals as soon as practicable, unless an exception under the Privacy Act applies. We will also take reasonable steps to contain the breach and reduce the risk of harm.

13. How long we keep personal information

We keep personal information only for as long as we have a lawful and reasonable need for it. The appropriate retention period depends on the nature of the information and why we hold it. This may include financial and audit requirements, managing our relationship with supporters, administering gifts in Wills and estates, maintaining appropriate historical records, resolving disputes and meeting legal obligations.

We may keep limited information for longer where necessary to record that you have asked not to receive further communications. When personal information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it.

14. Accessing and correcting your information

You have the right under the Privacy Act 2020 to ask whether we hold personal information about you and to request access to that information. You may also ask us to correct personal information that you believe is inaccurate.

We will respond to access and correction requests within the timeframes required by the Privacy Act — generally within 20 working days — although the Act allows extensions in some circumstances.

If we do not make a correction you have requested, you may ask us to attach a statement of the correction sought to the information concerned. Some information may be withheld where the Privacy Act permits or requires this.

15. Is providing your information voluntary?

In most cases, providing personal information to us is voluntary. However, we may need certain information to process a donation, issue a receipt, respond to a request, register you for an activity or provide another service. If you choose not to provide information that is necessary for that purpose, we may not be able to complete the transaction or provide the requested service.

16. Anonymity

You may choose to interact with us anonymously in some circumstances, including by making an anonymous donation. However, if you do not provide certain personal information, we may be unable to issue a donation receipt, respond fully to an enquiry or complaint, or provide a requested service.

17. Children and young people

Our fundraising and supporter communications are primarily directed to adults. If we collect personal information about a child or young person in connection with an event, fundraising activity or other interaction, we will take particular care to collect and use the information fairly, appropriately and in accordance with the Privacy Act.

18. Privacy Officer and complaints

HFNZ has a Privacy Officer responsible for helping us comply with the Privacy Act and for responding to privacy questions, access and correction requests, and complaints.

To contact our Privacy Officer:

- Email: info@hamlinfistula.org.nz
- Phone: 020 4100 9412
- Post: Privacy Officer, Hamlin Fistula New Zealand, PO Box 6395, Christchurch 8442, New Zealand

If you have a privacy concern, we encourage you to contact us first so we can try to resolve it. You also have the right to make a complaint to the Office of the Privacy Commissioner at https://www.privacy.org.nz.

19. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our activities, systems, service providers or legal obligations. The current version will be published on our website with the date it was last updated.