



EcoNet Charitable Trust

Privacy Policy

VERSION 2.2

Introduction

EcoNet Charitable Trust (we, us, our) complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person), organisation, company or business.

This policy sets out how we collect, use, disclose and protect your personal information when you access services owned or run by EcoNet Charitable Trust owned services. This policy does not apply to pages or sites hosted by other organisations whom EcoNet might work with, or that our site may link to.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see <https://privacy.org.nz>.

EcoNet Systems and Services

EcoNet has IT systems which are available to non-profit individuals, groups and networks who are working in conservation. Each of these groups and networks are separated into Business Units in Microsoft CRM. These Business Units are set up so people working for groups or networks can only see information about people relevant to their organisation.

Information each Business Unit owns is independently collected and stored. This information is not visible between other Business units, however information collected while using EcoNet services is shared within the business unit to ensure a consistent service. Within a Business Unit, licensed users can see information across the group including emails written and received by other members of the group.

EcoNet services include, but are not limited to:

- EcoNet website (<https://econet.nz>)
- EcoNet Conservation Activity Management System (CAMS) services
 - CRM, Teams and Office systems and related apps
 - GIS spatial data systems

- EcoNet Portal
- EcoNet marketing/mailing system
- any registration or subscription process
- any contact with us (e.g. telephone call, messaging or email)
- when you buy or use our services and products

Who do we collect your personal information from

We collect personal information about you from:

- you, when you directly interact with EcoNet services. This information includes, but is not limited to:
 - Full name
 - Email address
 - Mobile and home phone numbers
 - Home address
 - IP address
- third parties where you have authorised this or the information is publicly available. We do not control what information third parties collect, please review their privacy policies as described on their sites for further information.

How we use your personal information

We and the conservation groups who are hosted on the EcoNet CAMS system will use your personal information:

- to verify your identity
- for maintaining and administering your relationship with us
- for organising volunteer activities, functions and activities, and event administration
- to market and communicate our news and important items of interest to you (if you have elected to hear from us – you can opt out at any time)
- to provide services and products to you
- to market our services, events and products to you, including contacting you electronically (e.g. by text or email for this purpose)
- to improve the services and products that we provide to you
- to bill you and to collect money that you owe us, including providing a receipt for donations or moneys received, and authorising and processing credit card transactions where appropriate
- to respond to communications from you, including any complaint
- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests, including defending any claim
- for any other purpose authorised by you or the Act.

We will not share, sell, publicly disclose or rent your personal information to any person or entity other than for the purposes outlined above.

Disclosing your personal information

We may disclose your personal information to:

- any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products
- a person who can require us to supply your personal information (e.g. a regulatory authority)
- any other person authorised by the Act or another law (e.g. a law enforcement agency)
- any other person authorised by you.

We may disclose anonymised statistical information about you and your work to:

- readers of our publications
- other third parties

A business that supports our services and products may be located outside New Zealand. This may mean your personal information is held and processed outside New Zealand.

- For example information held in Microsoft Dynamics is currently hosted in an Australian data centre, with a New Zealand Microsoft data centre currently being built (as of date this document was last updated). It is our intention that data held by EcoNet would be stored in Aotearoa New Zealand.
- Information held in the ESRI ArcGIS system is hosted offshore.

Protecting your personal information

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. These include, but are subject to change without notice due to changes in technology and business needs:

- When you sign up to a group or network in EcoNet CAMS, your information will only be visible to that group or network
- Security access guarded by passwords and multi-factor authentication
- Data access is restricted to only authorised individuals and approved administrators are bound to strict confidentiality clauses
- Data backups which are securely stored for retrieval and system restoration
- A governance committee which meets monthly to review policies and actions

Accessing and correcting your personal information

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at office@econet.nz. Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

Internet use

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

Pages and services that handle credit cards

EcoNet does not permanently store your credit card details or banking details, but holds it only for a particular transaction.

Our donation page uses a third party payment processor supplied by Stripe, one of the world's leading payment handling services (see <https://stripe.com/nz/privacy>). Stripe processes payments using secure sockets layer (ssl), a security protocol that provides communications privacy over the internet in a way that is designed to prevent unauthorised parties from intercepting data communications.

Payment card industry data security standards (pci dss) define industry best practices for handling and protecting credit card details. All storage and transferral of your financial details by EcoNet and our payment processors is pci compliant and is routinely reviewed and improved to ensure compliance.

Cookies

We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of the website. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of the website.

Changes to this policy

We may change this policy on occasion, and when we do we will upload the revised policy onto the website. The change will apply from the date that we upload the revised policy.

This policy was last updated on 8 August 2022.

CONTACTING US

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at

office@econet.nz