

1. Purpose

The Sterling, Kaiapoi is committed to complying with the New Zealand Privacy Act 2020 and has established this public statement to outline how we treat personal information.

2. Policy Statement

Under the New Zealand Privacy Act 2020, we have developed this Privacy Policy in line with the New Zealand Privacy Principles to govern how we manage personal information.

2.1. Why We Collect Personal Information

As an organization providing care services and retirement living, we collect and hold a variety of personal information about:

- Residents
- Employees
- Service Providers

This information is essential for delivering optimal care, services, and accommodation to our residents in line with their needs and preferences and fulfilling our legal obligations.

2.2. Types of Personal Information Collected

2.2.1. Residents

To effectively provide care and services, we collect and hold the following types of personal information about residents (as applicable):

- Names, addresses, and contact details, including next of kin and legal representatives
- Dates of birth
- Photographs
- Health and care needs, including medical histories
- Health insurance details
- Cultural, religious, linguistic, and social preferences
- Interests, hobbies, and community activities
- Information on potential medical, social, or workplace risks
- Records of interactions with residents and service providers
- Care preferences, including activities and events
- Financial information (income, assets, pension status)
- Fee and charge details and payment history
- Entry, discharge, and leave records
- Billing details



2.2.2. Employees and Service Providers

We also collect and hold specific information about employees and service providers, including:

- Resumes
- Names and contact details
- Employment histories
- Qualifications
- Medical histories relevant to job performance
- Training records and competency assessments
- Police certificates

3. Collecting Personal Information

3.1. Residents

We primarily collect personal information directly from residents or their representatives. We may also gather information from:

- Healthcare providers and other organizations involved in residents' care
- The Needs Assessment Service Coordination Team and other aged care providers
- Government bodies (e.g., Ministry of Health, WINZ) for eligibility verification

3.2. Employees and Service Providers

Information about employees is generally collected directly from them and may also be obtained from:

- Background checks and police checks
- Referees and employment agencies

Information about service providers and their employees is collected directly from the providers themselves.

4. Storage of Personal Information

4.1. Residents

Residents' personal information is primarily used for:

- Providing accommodation, care, and services
- Complying with laws, such as the Residential Care and Disability Support Services



Act 2018 and the Retirement Villages Act 2003

- Quality assurance and risk management
- Continuous quality improvement

We may also use personal information for direct marketing. Residents who prefer not to have their information used for this purpose should contact us.

4.2. Employees and Service Providers

We use personal information about employees and service providers to:

- Assess their suitability for their roles
- Meet legal obligations under relevant legislation
- Improve care and services through quality improvement activities, including training

5. Disclosure of Personal Information

5.1. Residents

With resident consent, we may disclose personal information to individuals or organizations involved in their care, such as:

- Healthcare providers (e.g., doctors, allied health services)
- Service providers (e.g., cleaners, gardeners)

We may also disclose information to third parties, including:

- Government agencies for funding and legal compliance
- Professional advisers

5.2. Employees and Service Providers

We disclose personal information about employees and service providers with their consent and may also need to share information with relevant authorities and professional advisers.

6. Accessing and Correcting Your Personal Information

You have the right to access your personal information and request corrections. We will take reasonable steps to correct any inaccurate, incomplete, or outdated information. We may refuse access where permitted by law and will provide written reasons for any refusal. To access your information, please contact the Village General Manager.



7. Complaining About a Breach of Privacy

If you believe we have breached this policy or your rights under the New Zealand Privacy Principles, you can lodge a complaint by writing to:

The Village General Manager
The Sterling, Kaiapoi
1 Camellia Lane, Kaiapoi, 7630

You can also use one of the following methods to lodge a complaint:

- Service improvement form available at reception
- Phone one of our managers
- Email a manager
- Schedule an appointment to meet a manager in person

8. Our Complaints System

We will consider your complaint and respond within a reasonable time. If you are not satisfied with our response, you may contact the Residents Committee or escalate your complaint to:

- The Statutory Supervisor
- The Registrar of Retirement Villages
- The Retirement Commissioner, who can provide information on residents' rights and dispute resolution under the Retirement Villages Act 2003.

9. Online Privacy

We use cookies on our website to collect user information for statistical and analytical purposes. Cookies are small files placed on your computer by a web server and do not identify individual users, only their computers. Most internet browsers accept cookies by default, but you can control cookie preferences through your browser settings.