

Complaints about Privacy

Te Poari Whakaora Ngangahau o Aotearoa Occupational Therapy Board of New Zealand (OTBNZ) has committed to take all reasonable steps to ensure the safety of personal information held. Despite this, breaches in privacy may still occur. OTBNZ encourages reporting and aims for an early resolution of all complaints.

Scope

This policy is applicable to staff, occupational therapists, those making a complaint and any others who have personal information held by OTBNZ.

Complaints to OTBNZ

Any person may make a complaint about a breach of their privacy to OTBNZ.

Complaints may be addressed to the privacy officer:

OTBNZ Privacy Officer
privacy@otboard.org.nz
PO Box 9644
Marion Square
Wellington 6141
New Zealand

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

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

Where the complaint identifies a privacy breach the OTBNZ will notify the Office of the Privacy Commissioner 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. Information on this process may be found at www.privacy.org.nz/your-rights/complaint-form.

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