Privacy Statement

Osteopaths New Zealand (ONZ) is committed to protecting your privacy. This Privacy Statement explains how we collect, use, store, and protect personal information, and your rights under the Privacy Act 2020.

This statement applies to all personal information collected by ONZ.

Who this applies to

This Privacy Statement applies to individuals whose personal information we collect, including:

- members and membership applicants
- students and graduates
- complainants and respondents
- witnesses and referees
- event and course attendees
- website users
- suppliers, contractors, and stakeholders

What personal information we collect

We may collect personal information such as:

- names and contact details
- membership, registration, and professional information
- employment, education, or training details
- complaints, disciplinary, or professional conduct information
- event registrations and attendance information
- correspondence and communications with us
- payment, invoicing, and transaction information
- website usage information (including analytics data)

We only collect personal information that is necessary for our functions and activities.

How we collect personal information

Information collected directly from you

We collect personal information directly from you when you:

- apply for or renew membership
- register for events, education, or training
- contact us by email, phone, or through our website
- submit enquiries, complaints, or forms

Information collected from other sources (indirect collection)

Sometimes we collect personal information from someone else, rather than directly from you. This may include information provided by:

- employers, educators, or training providers
- complainants or third parties
- referees, witnesses, or nominators
- related organisations
- public registers or publicly available sources

From 1 May 2026, the Privacy Act requires us to take reasonable steps to inform you when we collect your personal information indirectly, unless a lawful exception applies (for example, where notification would prejudice an investigation).

Where required, we will notify you:

- that we have collected your personal information
- what information we have collected
- why we collected it
- who it may be shared with
- how you can contact us
- your right to access and correct your information

Why we collect and use personal information

We collect and use personal information to:

- administer membership and professional services
- communicate with members and stakeholders
- manage complaints, disciplinary, and regulatory processes
- organise events, education, and professional development
- meet legal, regulatory, and governance obligations
- manage payments, accounts, and records
- improve our services and website

We only use personal information for the purpose it was collected, or for a closely related lawful purpose.

Complaints and disciplinary matters

Information collected

In relation to complaints and disciplinary processes, we may collect personal information about complainants, members or practitioners who are the subject of a complaint, and witnesses,

referees, and other third parties. This information may include complaint details, responses, evidence, correspondence, professional or practice information, and outcomes or decisions.

How information is used

Personal information collected during complaints and disciplinary processes is used to assess and investigate complaints or concerns, communicate with relevant parties, make decisions and determine outcomes, meet ONZ's professional, regulatory, and governance responsibilities, and uphold professional standards and public confidence.

Information sharing

Where necessary and lawful, information may be shared with complaints or disciplinary committees, investigators, assessors, or advisers, legal or professional advisers, and regulatory or statutory bodies. Information is shared on a need-to-know basis only, and confidentiality is carefully managed.

Access to information

Individuals involved in complaints or disciplinary matters have rights to access and request correction of their personal information. In some circumstances, access may be limited where permitted by the Privacy Act, for example where providing access would prejudice an investigation or reveal confidential information about another person.

Who we share personal information with

More generally, we may share personal information with service providers and contractors who assist us (such as IT, membership, or event services), professional advisers, and regulatory or statutory bodies where required by law. We only share information where it is lawful, necessary, and appropriate, and we take reasonable steps to ensure privacy is protected.

Information stored outside New Zealand

Some personal information may be stored or processed outside New Zealand, for example through cloud-based systems. Where this occurs, we take reasonable steps to ensure appropriate privacy safeguards are in place.

How we protect personal information

We take reasonable steps to ensure personal information is protected against loss, misuse, and unauthorised access, kept secure and confidential, and accurate and up to date. Access to personal information is limited to those who need it to perform their role.

How long we keep information

We keep personal information only for as long as it is needed for the purposes for which it was collected, or as required by law. When information is no longer required, it is securely destroyed or anonymised.

Your rights

You have the right to request access to the personal information we hold about you and to request correction of your personal information. If you believe information we hold is incorrect or incomplete, please contact us and we will take reasonable steps to address it.

Privacy breaches

If a privacy breach occurs that is likely to cause serious harm, we will notify affected individuals and the Office of the Privacy Commissioner as required by law.

Contact us

If you have any questions, concerns, or requests relating to privacy, please contact us:

Email: info@osteopathsnz.co.nz

Website: https://www.osteopathsnz.co.nz/