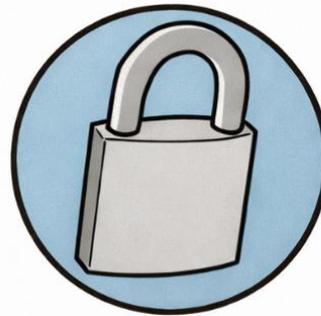




Privacy Commissioner  
Te Mana Mātāpono Matatapu



# Your privacy rights



Published: March 2026

# About this document



This Easy Read document is about your **privacy rights**.

Here **privacy rights** means keeping information about you safe.



This Easy Read document is from the **Office of the Privacy Commissioner**.



The **Office of the Privacy Commissioner** deals with **complaints** about your privacy rights.



**Complaints** are when you are not happy with how your private / personal information has been looked after.

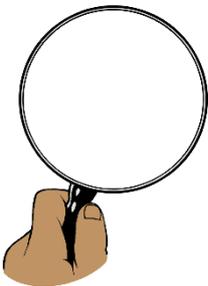
# Did you know you have privacy rights?



The **law** says organisations who keep any personal information that can **identify** you must keep it safe.



Here the **law** means the rules of New Zealand that everyone must follow.



Information that can **identify** someone means information that can be used to find out who someone is.



Your name does not need to be used for something to be personal information.



Some things that could have personal information are:



- notes about you
- emails
- recordings
- photos
- things that say your address
- things that have information that could only be about you.



The Privacy Act 2020 is the law that keeps your personal information safe.



It is our job to make sure organisations follow the Privacy Act 2020.

# Asking for your information



The Privacy Act gives you the right to ask for personal information that organisations have about you.

You can ask for your information from any New Zealand:



- organisation
- business
- government agency.



You can also ask them to change the information if it is wrong.

## How to ask for your information



You can ask for your information by:

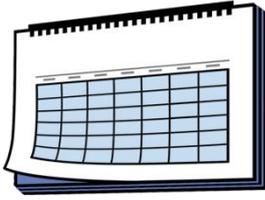
- email
- phone
- letter
- asking in person.



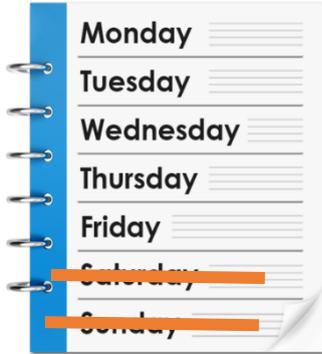
When you ask for your information you need to say things like:

- what information you want
- what your full name is
- when the information you want might have been written.



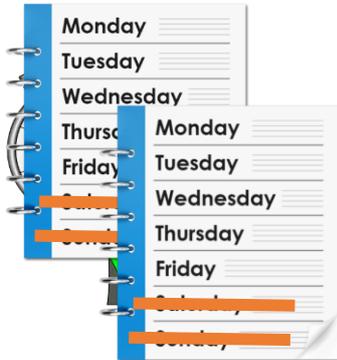


You should hear back from them in no more than 20 **working days**.



**Working days** means the days of the week from Monday to Friday.

Saturday and Sunday are **not** working days.



This means there are 10 working days in 2 weeks.

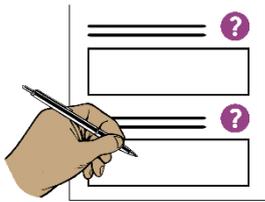


You should not be charged any money to get your information most of the time.

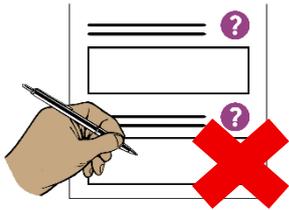
## Our AboutMe form



Our website has an online form called AboutMe.



It can support you to contact the group you want your information from.



You do not have to use this form to ask for your information.



We do not get a copy of the AboutMe form you fill out.



You will need to keep any information about the form you may need.



The AboutMe form asks:

- your name
- how to contact you like on the phone
- what information you want to know.

**Name of organisation, business or government agency**  
The organisation holding your information - start typing and possible matches will appear, or enter the name if there's no match. ?

g. Accident Compensation Corporation

Accreditation Council

Arts Council of New Zealand Toi Aotearoa (Creative NZ)

Broadcasting Commission (NZ on Air)

Retirement Commissioner t/a Te Ara Ahunga Ora Retirement

We have listed some groups a lot of people need information from.

You can choose 1 of these groups from the dropdown menu.

**Name of organisation, business or government agency**  
The organisation holding your information - start typing and possible matches will appear, or enter the name if there's no match. ?

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**Their email address**  
Enter the organisation's email address if it's not automatically entered for you ?

enquiries@privacy.org.nz

The AboutMe form will fill in the group email if you choose them from the dropdown menu.



If the group you want to contact is not listed in the dropdown menu you will need to type in:

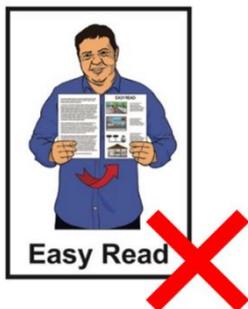


- the group name
- their email address.



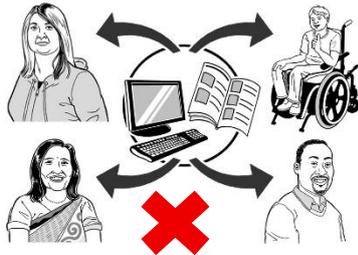
You can find the AboutMe form on our website at:

[www.tinyurl.com/RequestYourInfo](http://www.tinyurl.com/RequestYourInfo)



This form is **not** in Easy Read.

# What to do if someone leaks your personal information



An organisation cannot **leak** your personal information.



Here to **leak** information means to share personal information without getting **consent** from the person it is about.



Here **consent** means agreeing that a group can share your personal information with someone else.



If they leak your personal information you need to:

- contact them first

**and**

- try to fix the problem.



If contacting them does not work you can contact us for support.



## How to contact us



Everyone in New Zealand has privacy rights.



It does not cost any money to make a privacy complaint.



You can make a complaint by filling out a form on our website at:

<https://tinyurl.com/OPCSelfAssess>



This website is **not** in Easy Read.



You can also make a complaint by calling us on:

**0800 803 909**



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

**[www.nzrelay.co.nz](http://www.nzrelay.co.nz)**



This information has been written by the Office of the Privacy Commissioner.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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