

## CONSENT INFORMATION FOR AWHI REFERRAL:

### NOTES:

A referral CAN only be made to a person 16 years old or more.

A referral CANNOT be made to a person:

- mentally impaired, or
- under the influence of alcohol or drugs.

Before making a referral, informed consent is required from the person needing help.

### YOU MUST:

- READ the following consent statement to the person, and
- RECORD their acceptance of the statement and referral.

### CONSENT SCRIPT:

I would like to offer you help. You don't have to accept this offer if you don't want to.

Saying no won't have any negative effect.

If you do accept, I will refer you to a service provider that can help you.

If you accept this offer, I will ask you for some information for the referral.

It will be stored in our Police systems, and sent to the service provider.

The information includes:

- your name
- your gender
- your date of birth and age
- your phone number and/or email address
- basic information about how the service provider can help you

The service provider will use this information to contact you with their offer of help.

If you do not want me to share this information, I won't create the referral or send it.

We can make a referral at any time. If you decide later that you'd like help, just get in touch.

I can email you the statement that talks about how we use your information.

If you want to read the statement before I make the referral, I can show it to you now.

Q1. Do you understand what I have said?

Q2. Do you consent to this referral?

Q3. Do you have any questions about this referral?

Q4. I can show you what information I am sending. Would you like to see it first?

Q5. Do you want to see the privacy statement for this referral before I send it?

**THE PERSON NEEDING HELP MUST ANSWER YES TO Q1 AND Q2 for you to send the referral.**

**REMEMBER – No consent, no referral.**

## **AWHI REFERRAL PRIVACY STATEMENT:**

### **YOUR PRIVACY**

This statement tells you what information we collect as part of an awhi referral. It explains what we do with the information.

### **COLLECTION AND USE OF PERSONAL INFORMATION**

We collect information as part of an awhi referral in order to help you. You don't have to accept an offer of help if you don't want to. It won't have any negative effect.

The information we collect includes:

- your name
- your gender
- your date of birth and age
- your phone number and/or email address
- basic information on how the service provider can help you

If you don't provide this information, we cannot refer you to a service provider for help.

### **SHARING OF INFORMATION**

We will share the information we collect with a service provider who can help you. The service provider will use this information to contact you with their offer of help.

If your awhi referral is for driving or driver licence help, we will share additional information. This information includes:

- your licence number, version number, licence status, and
- if applicable, traffic infringement offence notice and compliance period.

We will only share your awhi referral information with your consent, or where we are allowed to by law, such as the Privacy Act 2020.

### **STORAGE AND PROTECTION OF INFORMATION**

We will store the information you provide in our Police systems. This includes any phone number or email address you provide as part of this referral.

Only authorised Police staff will have access to the information.

## **REQUESTS FOR ACCESS TO AND CORRECTION OF PERSONAL INFORMATION**

If you wish to access or to correct your personal information held by Police, please copy the following link into your browser to request personal information:

<https://forms.police.govt.nz/privacyactrequest>

You can also make a request in person or in writing to any Police Station, or at Police National headquarters at 180 Molesworth St, Thorndon, Wellington, 6011.

## **PRIVACY COMPLAINTS**

If you have a complaint about how we manage your personal information, you are welcome to contact us to see if we can resolve the issue.

You can copy the following link into your browser to find out more:

<https://www.police.govt.nz/contact-us/give-feedback-about-police>

You can also make a complaint in person or in writing to any Police Station, or at Police National headquarters at 180 Molesworth St, Thorndon, Wellington, 6011.

If you are not happy with the way we respond to your request, you can contact the Office of the Privacy Commissioner. They are independent of Police.

The Office of the Privacy Commissioner can independently investigate the way we handle your personal information and protect your privacy.

You can copy the following link into your browser to find out more:

<https://www.privacy.org.nz/your-rights/making-a-complaint/>