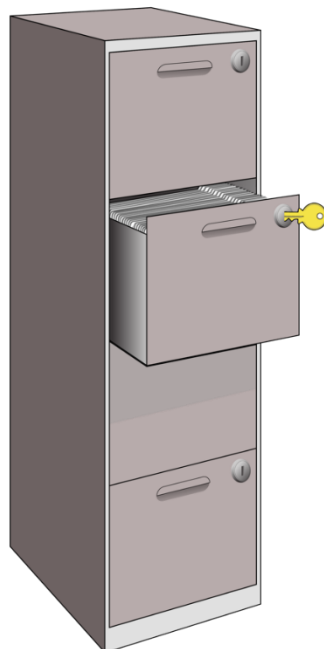




KŌNAE My Records Guide

How can the Privacy Commissioner support me?



Published: May 2025

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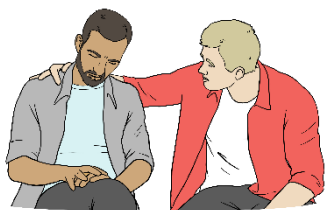
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About this Easy Read



This Easy Read is about:

- what to do when you get your **records** from the time you were **in care**

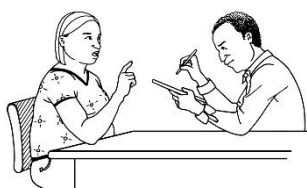
and



- how the **Privacy Commissioner** can support you if you do not get the records you have asked for.



Here **records** means the information an organisation has kept / made about a person.



The **Privacy Commissioner** deals with complaints about your rights to get your personal information.



Here **in care** means when an organisation is put in charge of a person and decides things like:

- where they live
- who is their:
 - **guardian**
 - carer
- their upbringing.



A **guardian** is an adult put in charge of the care of a person.

A guardian should:

- take care of the person
- keep the person safe.





This Easy Read is of a webpage from the website **Kōnae – My Records Guide**.

KŌNAE My Records Guide



Kōnae – My Records Guide is a website that supports you to get your records from when you were in care.

The website is called Kōnae for short.



The Kōnae **website** is found at:

www.konae.org.nz



The **Citizens Advice Bureau** is the kaitiaki / guardian of the Kōnae website.



The **Citizens Advice Bureau**

provides free advice to people about things like:

- **rights**
- how to get the services you need.



Rights are things that you should get to live a good life.

For example everyone has a right to things like:

- housing
- being kept safe
- having enough food to eat.

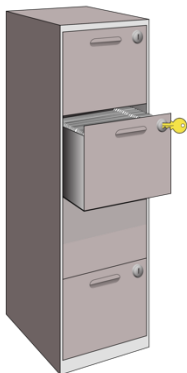
What is the Privacy Act?



The Privacy Act is a **law** that tells organisations how to look after information it holds.

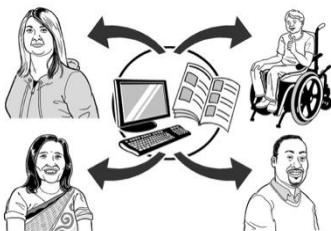


A **law** is a rule made by the Government that everybody must follow.



The Privacy Act tells organisations how information must be:

- collected
- stored
- used
- shared.





The work the Privacy Commissioner does is guided by the Privacy Act.



You have a right to ask for your personal information under the Privacy Act.



The Privacy Act says the reasons why an organisation should:

- give you records you have asked for
- not give you records you have asked for.



You can contact the Privacy Commissioner if you have not been given the information you asked for.

What is personal information?



Personal information is any information:

- about you
- that can **identify** you.

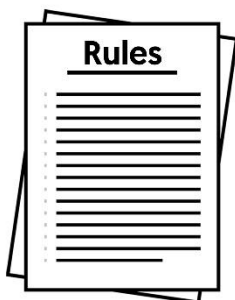


Here **identify** is where someone can tell the information is about you.



It may have things in it like your:

- name
- address.

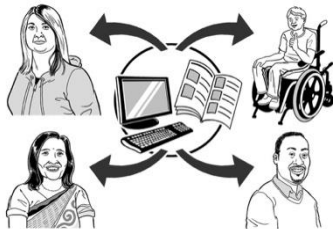


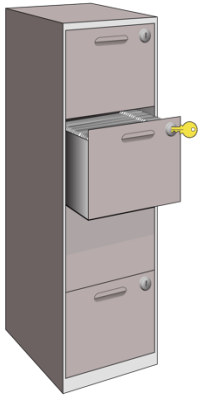
The Privacy Act tells organisations the rules to follow about personal information.



An organisation needs to tell you:

- when it is **collecting** your information
- why it is collecting your information
- how it wants to:
 - use your information
 - share your information
- how it is keeping your information safe
- how you can get your information if you want to see it.





Here **collecting** is when an organisation:

- gets your information
- and
- keeps it.



You have the right know what information an organisation has about you.



You also have the right to ask an organisation to fix your information if there are **mistakes** in it.



Here **mistakes** means if information an organisation has about you is wrong.

When can I make a complaint to the Privacy Commissioner?



You can ask for personal information an organisation has about you.



Organisations are places like:

- government agencies
- businesses
- schools
- community groups.



The Privacy Act does not usually cover information about **domestic situations**.



Here **domestic situation** means information about your relationships with people like your:

- whānau / family
- partner.



You should make a complaint to the organisation first if you are unhappy with the information they give you.

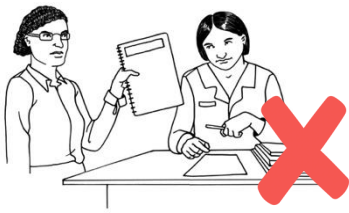


You can make a complaint to the Privacy Commissioner if you are unhappy with how the organisation deals with your complaint.



You can make a complaint to the Privacy Commissioner if an organisation:

- does not give you the records you have asked for
- will not fix the mistakes in the information about you.



What is an access direction?

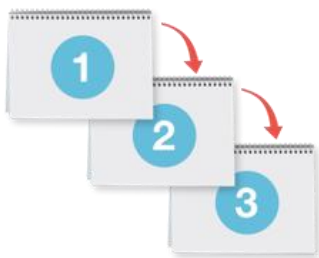


The Privacy Commissioner can give an **access direction** to an organisation.



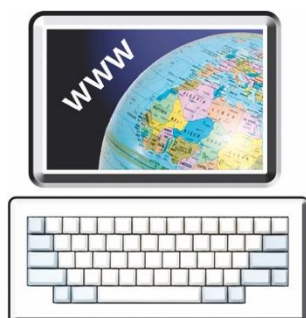
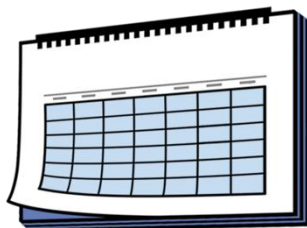
An **access direction** is when the:

- Privacy Commissioner tells an organisation what information they have to give to somebody
- and
- organisation must do what the Privacy Commissioner says.



The access direction will tell the organisation:

- what records they must give you
- the steps they need to follow
- the date they need to give you your records by.



You can find out more about access directions at this this **website**:

www.tinyurl.com/msrfju3r



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



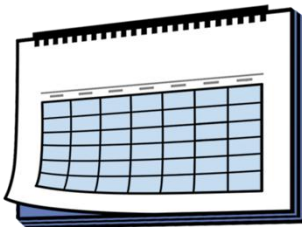
An organisation may not agree with what the Privacy Commissioner has said.



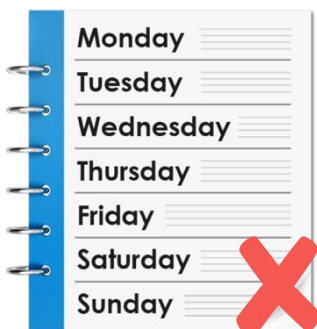
The organisation can make a complaint to the **Human Rights Review Tribunal**.



The **Human Rights Review Tribunal** is a place like a court



The organisation must do this in **20 working days**.



Working days are:

- Monday to Friday
- not weekends
- not public holidays.



You can ask for an **enforceable access order** if an organisation has not:

- followed the access direction
- made a complaint to the Human Rights Review Tribunal.



An **enforceable access order** means the organisation has to give you the information the Privacy Commissioner told them to.



You can ask the Human Rights Review Tribunal for an enforceable access order.



The Privacy Commissioner may be able to support you to do this.

What do I do about court documents



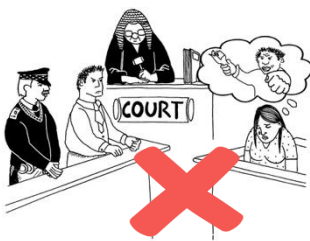
The Privacy Act rules do not cover information held by a **court**.



A **court** is a place where things about the law are worked out.



The court may decide not to give you the records you have asked for.



This can be because you were not part of the legal matters that took place in court.



If you are a **survivor** of **abuse** in care the courts will usually give you the records you have asked for.



People who have been through abuse in care are called **survivors**.



Here **abuse** is when somebody has been hurt by somebody when they were in care.

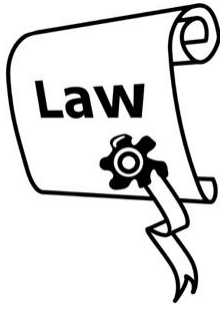
**Disability
Support Services**

You can ask for court records from other organisations like Disability Support Services.



These places should follow the rules set out in the:

- Privacy Act
- **Official Information Act.**



The **Official Information Act** tells government agencies what to do with the information they have.



They cannot give you the information if there is a reason like the court has said no.



You can find out more about asking for court records at this Kōnae **webpage**:

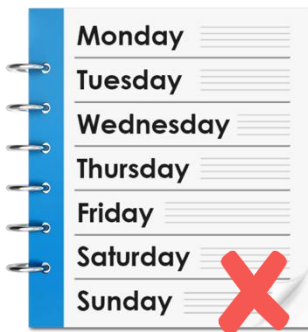
www.konae.org.nz/courts

How to contact the Privacy Commissioner



You can contact the Privacy Commissioner by **phone** on:

0800 803 909



You can phone the Privacy Commission from:

- Monday to Friday
- 10am to 3pm.



Deaf

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.



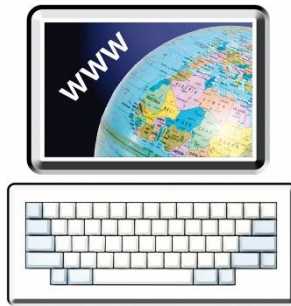
You can find out more about the
New Zealand Relay service at:

www.nzrelay.co.nz



You can **email** the Privacy
Commission at:

enquiries@privacy.org.nz



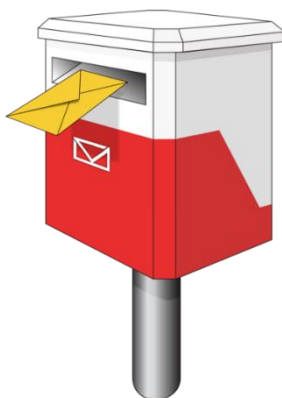
You can fill out a form on the Privacy Commissioner **website** at:

www.tinyurl.com/zkmfpz9a



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

You can send a letter to the Privacy Commissioner by **post** at:



**Office of the Privacy
Commissioner**

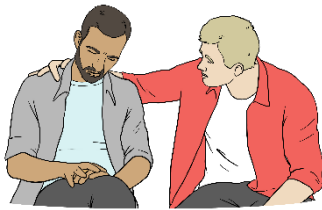
PO Box 10 094

Wellington 6143

Getting support



Getting your records about when you were in care can make you feel lots of things.



It can be good to have someone to talk to about it.

You can talk to your:



- whānau / family
- friends
- support person.

Kōnae has information on where to get support you if you want to talk about how it feels to get your records.



Find out what support you can get at this **webpage**:

www.konae.org.nz/support



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



This information has been written the
Citizens Advice Bureau – Ngā Pou Whakawhirinaki
o Aotearoa.



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



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