

# **KŌNAE** My Records Guide

**What happens if an organisation  
does not do what it should under  
the Privacy Act?**



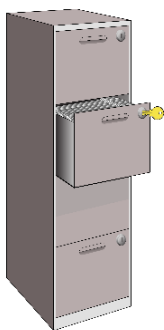
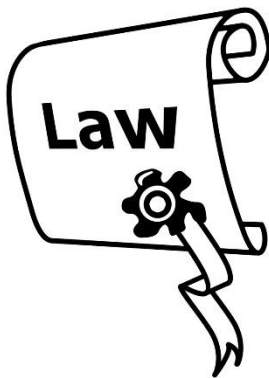
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# About this Easy Read



This Easy Read is about what you can do if an organisation does not:

- follow what the **Privacy Act** says about giving you your **records**
- give you your records about your time **in care**.



The **Privacy Act** is a law that tells organisations how information must be:

- collected
- stored
- used
- shared.



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



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.





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

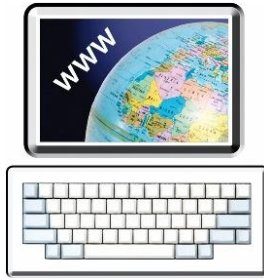
A guardian should:

- 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** 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](http://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.

# You can make a complaint if you do not get your records



You have the **legal right** to access your records.



Here a **legal right** means there is a law that gives you the power to do something like ask for your records.



You have the right to ask an organisation like a government agency for your **personal information**.



**Personal information** means information about you.



You have the right to access your records under the Privacy Act.



When you ask for your records organisations should give you:

- access to your records
- or
- copies of the records you have asked for that are about you.



Find out about the reasons you may not be given access to your records at this Kōnae **webpage**:

**[www.konae.org.nz/less-info](http://www.konae.org.nz/less-info)**



Sometimes an organisation will not give you the information you have the right to ask for under the Privacy Act.

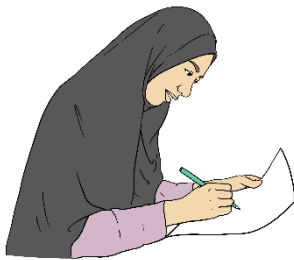




Organisations must follow what the Privacy Act says about what to do about the information it holds.



You can make a complaint to the organisation if you are not given the information.



You can make your complaint to the organisation by writing:

- an email
- a letter.



You will need to tell the organisation what:

- your complaint is about
- you want done to fix your problem like get the records you have asked for.



If you are unhappy with how the organisation deals with your complaint you can contact the Privacy Commissioner.



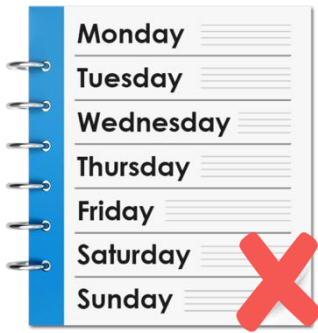
The work the Privacy Commissioner does is guided by the Privacy Act.



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

- did not respond to your complaint within 20 **working days**
- did not let you access the records you asked for
- **redacted** a lot of information.





## Working days are:

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



**Redact** means hiding / taking out some information in a document.

This could be because there is information about other people in your records.



This is often done with a thick black line.



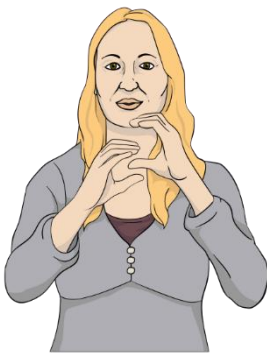
Learn more about redactions at this Kōnae **webpage**:

**[www.konae.org.nz/redactions/](http://www.konae.org.nz/redactions/)**



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

- said no to fixing the information on your records
- would not give you your information in an alternate format like:
  - Braille
  - New Zealand Sign Language.



Find out how to make a complaint to the Privacy Commissioner at this Kōnae **webpage**:

**[www.konae.org.nz/PC](http://www.konae.org.nz/PC)**

# Court documents



Information held by the **court** is not covered by the:

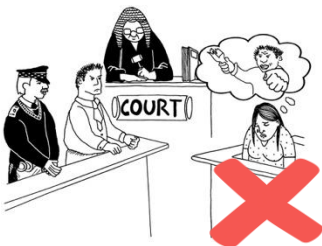
- OIA
- Privacy Act.



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.



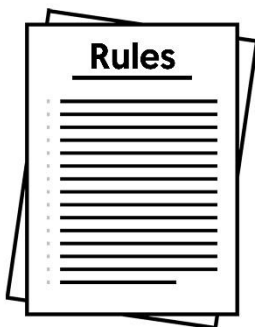
People who have been through abuse in care are called **survivors**.



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:

- OIA
- Privacy Act.



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



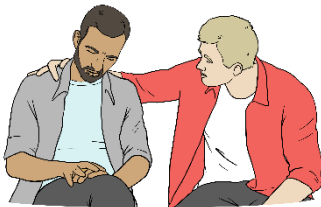
You can find out more about asking for court records at this Kōnae **webpage:**

**[www.konae.org.nz/courts](http://www.konae.org.nz/courts)**

## 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](http://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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