



Online Surveys: Our Privacy, Security and Confidentiality Statement

This information is intended for individuals who have been invited to take part in an online survey being conducted by Oranga Tamariki

Introduction

This statement applies to any surveys conducted by Oranga Tamariki through the Qualtrics online surveying platform (excluding Te Tohu o te Ora: The Children's Experiences Survey which has its own specific privacy, security and confidentiality statement). This statement does not apply to surveys conducted for Oranga Tamariki by a third-party provider, however any such provider contracted by Oranga Tamariki would have their own similar statement and standards.

We know your information is important to you. That's why it's important for us to look after it. We have high standards for keeping your information private, secure, and confidential.

We have created this Privacy, Security and Confidentiality Statement to help answer questions you may have about how we protect and use the information you provide through our online surveys.

Purpose of online surveys

The information we collect through online surveys is used by Oranga Tamariki for **research and continuous improvement purposes**. It is used to help us;

- understand and evaluate the impact of what we do, such as; what is working (or not working), for who and why
- hear the voices and experiences of those we interact with, such as; our staff, our partners and our caregivers
- gain feedback and insights to monitor and drive change in areas, such as; policy, practice, culture, and organisational direction.

Our commitment to you

Participation in our surveys is always **voluntary**. We apply ethical, statistical, and security best-practice standards to the data we collect and the research we conduct.

Your information is protected by legislation, and we will respect your rights to access and correct your information.



We ensure:

- **privacy** by, among other things, collecting only the information we need to conduct our research
- **security** by keeping data safe from unauthorised access and use
- **confidentiality** by not releasing information that could identify individuals, households, or businesses
- **transparency** in all our processes, and providing information to allow respondents to make informed decisions
- **respect and care** for people, recognising and respecting the inherent autonomy and dignity of each participant

Personal information

Oranga Tamariki will never require you to provide personal information (such as, name, date of birth, or address) through online surveys but you may choose to voluntarily provide personal information when filling in surveys.

If you provide personal information, it will be held securely by Oranga Tamariki. We will store and keep your personal information secure, in accordance with the Privacy Act 2020. **Only Oranga Tamariki researchers will have access to the personal information**, unless you directly authorise further access. All staff are bound by the Oranga Tamariki Code of Conduct or will have signed a confidentiality agreement.

If you have provided personal information, we will only use it for the research purpose it was provided for. We may use personal information provided to us through surveys for other reasons if permitted under the Privacy Act (e.g., with your consent, for a directly related purpose, or where the law permits or requires it).

When Oranga Tamariki uses your personal information for research purposes, it is used in a way that will not identify you. Any analysis, findings or reports published as part of the research will not identify any individuals, households, or businesses.

Oranga Tamariki may want to link your survey response to other datasets, such as internal administrative datasets or the Integrated Data Infrastructure (IDI) managed by StatsNZ. This would be done to support the research project and reduce the burden on you, the survey respondent. If Oranga Tamariki wants to link your response to other datasets, they will ask for consent from you as part of the survey data collection process.



Using our administrative data

Oranga Tamariki may already have personal information about you from their administrative data. We may use this information to contact you to invite you to take part in an online survey (i.e. we have your email address, and we may use that to email an online survey invite directly to you).

This means that, in some cases, personal information could be associated with your survey response without you having provided the information within the survey. If this is the case, you will be notified of this in the survey. This information will be treated in the same way as any personal information, as detailed above.

Collecting open text / verbatim responses

Often the research we are undertaking seeks to understand your situation and experiences. We may be asking questions like 'What worked well?' or 'How could we improve this for you?'. We really benefit from hearing things in your own words, so it's important for us to offer you opportunities to tell us what you think. We do this through open text (verbatim) questions. It is up to you whether you answer these questions and what information you provide.

We will always remind respondents within the survey to not enter personal information about themselves or others in responding to these questions. If personal information is entered, we have processes and standards in place to ensure that the information is protected.

Only Oranga Tamariki researchers will have access to the raw open text data and no verbatim data will be shared or used in reports that could lead to someone being identified. We may use verbatim data as quotes within a report to help illustrate opinions, but any quotes will not contain information that could identify an individual, household, or business.

Security

The process for online surveys described here has been assessed and approved by the Oranga Tamariki Security team. The Qualtrics platform has also undergone a full Certification and Accreditation process to evaluate, test and authorise the system and associated processes for the collection of data for the purposes described here. The Qualtrics platform is also ISO certified.

Your rights

You have the right to not participate in our online surveys or to withdraw the information you've provided. You also have the right to:

- find out from us whether we hold personal information about you
- access that information; and, if applicable
- request corrections to that information

If Oranga Tamariki has a good reason for refusing a request for correction, you are entitled to request that a statement be attached to the information of the correction that was sought but not made.



If you, as a respondent to a survey, want to check or correct personal information that you have submitted through an Oranga Tamariki administered survey, you should email surveys@ot.govt.nz

If you want to check the personal information that Oranga Tamariki holds about you outside of survey research, you should contact the Oranga Tamariki Customer Information Requests team (CIR) via email: myrequest@ot.govt.nz

For more information on the privacy laws in New Zealand and contact details for the Office of the Privacy Commissioner, please visit the Privacy Commissioner's website.

Cookies

Qualtrics uses browser or web 'cookies'. These are small text files that are sent by a website and stored on your computer's hard drive to collect information about how you browse the website or access/interact with an online survey.

Cookies are used to:

- measure how you use the website/survey so it can be updated and improved based on your needs
- remember the notifications you've seen so that we don't show them to you again.

You can manually disable cookies at any time - check your browser's 'Help' to find out how (disabling cookies will not affect your ability to use this website/survey).

Data collected may include:

- your IP address (the internet address you access the survey from)
- the date and time you accessed, started or completed a survey
- your operating system (e.g., Windows 10, Mac OS X, Android, iOS)
- the type of web browser you use (e.g., Internet Explorer, Firefox, Chrome, Safari)
- other things like your screen resolution, the release of your installed Flash version and the language setting of your browser.

Public records

Where any information provided (which may include personal information) through surveys constitutes public records, it will be retained to the extent required by the Public Records Act 2005. Currently there is a moratorium on the destruction of information collected by Oranga Tamariki, therefore we do not currently have a disposal schedule for data collected via online surveys¹.

Oranga Tamariki may also be required to disclose information under the Official Information Act 1982 or to a Parliamentary Select Committee or Parliament in response to a Parliamentary Question.

¹ <https://archives.govt.nz/manage-information/updates-for-information-managers/updates-on-the-disposal-moratorium#:~:text=The%20moratorium%20is%20to%20ensure,co%20operation%20from%20public%20offices>



