

OutLine Privacy Policy

OutLine is a registered charity that provides support services to the rainbow communities and those who are connected to them.

We understand that privacy is important to you. It's also important to us. So, we've set out how we collect, use, protect and share your information in a way that we hope you find informative, clear and easy to understand.

Information we collect

In order to provide you with effective services, we may ask you for and collect personal information when you:

- Contact OutLine (e.g via email, web contact form, phone, post, or social media)
- Use our services (e.g counselling, peer support, phone or chat services)
- Sign up for our email mailing list or as a member
- Respond to surveys or sign submissions to government from OutLine

Where relevant, this personal information could include your:

- **Contact information** such as your name, age, address, email address and phone number.
- **Identity preferences** such as your pronouns, sexuality, gender and intersex status.
- **Account information** such as your billing or purchase information.
- **Interactions with us** such as your date and time of phone calls, online chat transcripts, call notes and counsellor session notes

Providing us with your personal information is optional. If you choose not to provide any of your identifiable information, we may not be able to provide you with effective services. If you choose not to provide your contact information (e.g. phone number or email address) we won't be able to provide you with counselling services.

How we use & share your personal information

We will only use and share your personal information in connection with the services we provide to you, or for another purpose which is lawfully authorised (such as for public safety).

Some uses we make of your personal information include:

- Providing you with services such as counselling, chat and phone support or peer support.
- Contacting you.
- Improving our services.
- Managing the technology used to provide our services.
- Complying with our legal obligations including court orders and emergency response assistance.

- If we have reasonable grounds to believe it is necessary, to prevent or lessen a threat to someone's life or health (including your own or a member of our staff) or for public safety.
- With your consent, for the purposes of counsellor or staff supervision and training.
- With your consent, for research.

We may share this information with external third parties such as:

- trusted third party service providers (for example, IT providers)
- emergency services but only if legally compelled to do so or where we have reasonable grounds to believe or it's necessary to prevent or lessen a serious threat to public health, public safety, or a person's life, health or safety (including your own or a member of our staff).

How we protect your personal information

We keep your information safe by ensuring all physical documents are stored in locked filing cabinets and having everything stored online only accessible to our volunteers and staff with password protected user accounts.

We only keep your personal information for as long as it's needed. Generally, we keep your information for two years (or longer when legally required to do so) at which point we securely destroy it by deleting digital information or shredding physical files.

If we become aware of a data breach that we think could compromise your privacy, we'll tell you as soon as reasonably possible.

Your rights

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at privacy@outline.org.nz.

We have robust processes to manage the personal information that we hold about you. If you have any concerns or feel your privacy has been compromised in any way, please email privacy@outline.org.nz. You can also contact the Privacy Commissioner at any point during or after having lodged a complaint with us.