

Privacy information for customers

To provide you with our service we need to collect personal information about you, including:

- name
- contact information
- demographic information
- funding eligibility
- disputes you are involved in concerning the care of children
- what out-of-court family justice services you access and their high-level outcomes.

We record and store your information in a secure database that is managed by the Ministry of Justice.

We collect your personal information to track and report on our services to the Ministry of Justice, and to make sure that other family justice service providers have access to relevant information if providing services to you.

Your information may be used by the Ministry of Justice for reporting and research purposes. When used for this purpose, your information will not identify you. The Ministry of Justice may also contact you to invite you to participate in research, for example online surveys. This will be voluntary.

Besides family justice service providers and Ministry of Justice staff, we may disclose your personal information to third parties when we believe in good faith that we are required to do so by law.

It is not compulsory for you to provide the Ministry of Justice with your personal information, but if you do not provide all the information requested, we may not be able to provide you with a service.

You have the right to ask for a copy of any personal information we hold about you, and to request correction of that information if you think it is wrong. To request a copy of your information, or to have it corrected, contact us at:

Provider and Community Services

Ministry of Justice

SX10088

WELLINGTON

Email: RMS.Family@justice.govt.nz