

Privacy at Brighter Life

Brighter Life is committed to protecting your privacy and handling your information with care, respect, and confidentiality. This statement explains what information we collect, why we collect it, how we use it, and the choices you have.

What information we collect

We may collect:

- **Contact details:** name, email address, phone number, emergency contact.
- **Enrollment and referral information:** brief reasons for seeking support, ACC details (if relevant), referrer details, consent forms.
- **Session and group information:** attendance records, notes relevant to your safety and participation, feedback you choose to give.
- **Website and email information:** information you share in contact forms or emails, and basic usage data (e.g. page visits) collected via our website analytics tools.

We aim to collect only the information we need to provide safe, effective services.

How we use your information

We use your information to:

- Assess your suitability for groups/retreats and support safe participation.
- Provide and coordinate our services (e.g. TCTSY groups, retreats, triage).
- Communicate with you about sessions, changes, and relevant updates.
- Meet legal, ethical, and contractual obligations (including ACC requirements).
- Reflect on and improve our services (using de-identified information where possible).

We do not sell your information or use it for unrelated marketing.

Sharing your information

We keep your information confidential and only share it when:

- **You consent** (for example, with your therapist, GP, or whānau/support people).
- **We are working with ACC or other funders** and need to share limited information to support approvals, reporting, or continuity of care.
- **There are serious safety concerns** and we believe someone is at risk of harm. In these situations we will share only what is necessary and, where possible, talk with you first.
- **We are required by law** to do so.

Any third parties our team at Brighter Life works with (e.g. ACC, practice management, or email providers) are expected to handle your information securely.

How we store and protect information

We store information in secure electronic and/or paper records with restricted access. We take reasonable steps to protect your information from loss, misuse, unauthorised access, disclosure, or alteration.

We keep records only for as long as required by law, professional standards, or our contracts with funders, and then securely delete or destroy them.

Your rights

You have the right to:

- Ask if we hold information about you.
- Request access to your information.
- Ask for corrections if you believe information is inaccurate or incomplete.

There may be limited situations where we cannot provide all information (for example, if it would seriously compromise someone's safety). If this happens, we will explain why as clearly as we can.

Contact us about privacy

If you have questions or concerns about how we handle your information, or if you would like to request access or corrections, please contact us:

Email: info@brighterlife.nz

We may update this privacy statement from time to time. The most current version will always be available on our website.