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| ACROSS Consent Agreement  |  |

*Purpose of this agreement*

The purpose of this Consent Agreement is to protect the identity and privacy of you and your whanau, and at the same time deliver services that can make a difference to you.

*What information do we collect?*

All communications between individual staff and clients are confidential. Confidential information includes, but is not limited to, the following:

* Name, address, email contact and phone number
* Information relating to family/whānau
* Information about your experiences and circumstances
* Any other information that could identify you, family members or other personal contacts.

*How will we use this information?*

Your client information will be used by staff to better inform them in providing care and services to you.

*What are your rights?*

No confidential information will be shared or released to third parties, except under the following conditions:

* ACROSS staff are concerned about your safety or the safety of others.
* A request for information is lawfully received by ACROSS from third parties, for example, a Court order
* You grant staff permission to discuss specific information with a named person and/or agency.

**You can ask us for a copy of your personal information and request it be amended at any time**.

Our Privacy Policy, the Request for Information Policy, and the Release of Information Request Form may be found on our website, [www.across.org.nz](http://www.across.org.nz)

ACROSS conducts research about clients’ experience of our service and may contact you in the future to request your views. You will not be identified in the reporting of that research and **can decline to participate**.

**If you want to make a complaint** about ACROSS services, this can be made through our complaints process. Instructions on how to make a complaint are provided on the ACROSS website.

If you feel you are not satisfied with our response on a privacy matter, you can talk to the New Zealand Privacy Commissioner’s Office (<https://privacy.org.nz>)

**I have had the emergency procedures explained to me and I understand them.**

Date:

Name (please print):

Signature:

*Information gathered by ACROSS is governed by the Privacy Act (2020) and the Code of Health and Disability Services Consumers' Rights (1996). Your data is stored securely by ACROSS in our document management system. Records are only accessed for the purpose of providing services and for software maintenance.*