Timebank Whakatū Data Protection, Privacy and Information Security Policy 11/10/2025

Terminology

“We”, “us” and “our” mean Timebank Whakatū.

The “Privacy Act” means the Privacy Act 2020, which you can read at https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html.

“Time and Talents” is the web-based database that the timebank runs on.

“hOurworld” is the company that provides the Time and Talents database.

Our Privacy Policy

Timebank Whakatū respects and protects the privacy of our members. This document sets out how Timebank Whakatū uses and protects any information that you give us when you use our website, software or services. Timebank Whakatū is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, we will use it only in accordance with this Policy.

Treating your personal information lawfully, respectfully and ethically is crucial to building trust in the Timebank Whakatū community, and maintaining members’ confidence in each other.

We will handle your information in accord with the Privacy Act 2020.

Under the Privacy Act, Timebank Whakatū is an ‘agency’. Information that you provide will be held in accordance with the Privacy Act and may be used by Timebank Whakatū in order to facilitate transactions, resolve disputes and support the community.

The providers of the timebank software (hOurworld) and any other third-party software providers (e.g. Google) are also required to adhere to the Privacy Act. Under the Act, they are considered ‘overseas agencies’.

Please note that Timebank Whakatū admins are able to access the accounts of every member who has joined Timebank Whakatū and uses the Time and Talents software.

What types of information do we collect?

Timebank Whakatū collects personal information from members for several purposes: vetting, coordinating transactions, resolving disputes and building community.

We may use personal information to send out updates and information to do with Timebank Whakatū in general, as well as items specific to individual transactions, and we may also use email addresses for sending a newsletter or important information such as policy updates.

During the signup process, Timebank Whakatū will directly collect the following information from new members for its own purposes:

- Name.
- Date of birth.
- Contact information including email address, and postal address.
- Demographic information such as postcode, preferences and interests.
- Other information relevant to the running of the time bank.

If any other sensitive information is required, Timebank Whakatū will ask and inform members directly.

You may choose to provide further information to the whole Timebank Whakatū community through the Time and Talents software, for example in your personal profile, and by joining special interest or neighbourhood groups. Information that you volunteer will be visible to Timebank Whakatū administrators, and may be visible to other Timebank Whakatū members.

Timebank Whakatū may use photographs of exchanges taking place in order to promote the timebank. We will always seek the permission of all participants before taking photos. Subjects have the right to request removal of photographs of them at any time.

The Time and Talents software, used for tracking time credits, uses cookies and other web technologies to authenticate users and to allow the service to be used via a web browser.

What we do with information that we collect

Timebank Whakatū requires this information both as a record system of membership and the time transactions that you have been part of, and in order to understand our members' needs and provide a reactive and supportive service, and particularly for the following reasons:

- Internal record keeping.
- Co-ordinating transactions.
- To improve our service to members.
- We may use de-identified records for statistical analysis and reporting. For example, we may look at overall numbers of hours exchanged, transaction frequencies, and how long it takes to arrange exchanges. We will analyse the timebank as a whole, and will not focus on any one person's exchange history.
- We may directly contact members when we deem that there is an emergency or when we identify an issue with data retention.
- We may directly contact members for feedback, to survey the whole community about timebank matters, and to check in about their support needs.

- We may also contact members directly if there is a change to this policy.

Whom will we share your information with?

Sometimes Timebank Whakatü needs to share your information with other members. We will only do this when it is necessary in order to coordinate transactions, to resolve disputes, or if required to do so by law.

Your personal data within the Time and Talents software will be accessible to hOurworld, the company that produces Time and Talents and supports timebanks worldwide. hOurworld's Privacy Policy can be accessed through your personal profile page in Time and Talents.

We use Google Drive documents for managing administrative tasks such as the signup process. When we enter your personal information there for our needs, it will be accessible to Google. Google's Privacy Policy can be accessed at https://policies.google.com/privacy. We enter only the information that we actually need (name, ways to contact you, status of your application), to minimise the risks to your privacy.

We use e-mail services from 1stDomains, so all e-mails sent or received by us are stored on 1stDomains e-mail servers. 1stDomains is a New Zealand company. As with all e-mail, your e-mail correspondence with us may be accessible to others at each server that it passes through.

Important: While the Privacy Act does apply to hOurworld and Google as overseas agencies, Timebank Whakatū does not control their use of your (or our) information. We cannot guarantee that they will handle your information in accordance with the Privacy Act.

Where we store your personal information

Although Timebank Whakatū administrators will collect and use your information only within Aotearoa, that information may be stored on servers outside of Aotearoa. This means that it may be processed by staff operating outside Aotearoa who work for our software providers or for other parties whom they have an agreement with.

By submitting your personal information, you agree to this transfer, storing and processing. Timebank Whakatū will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this policy and with the Privacy Act 2020.

Logging in to Time and Talents requires a password. You are responsible for keeping your password confidential, and for choosing a password that's hard to guess. We ask you not to share your password with anyone, and to maintain good on-line security practices.

How long will we keep your information for?

We will only keep your information for as long as necessary or as the law requires. For this service, we will keep this information as long as you are a member of the timebank and for no more than 24 months after. If you wish to leave the timebank, you can do this at any time by contacting the Timebank Whakatū administrators.

What if something changes?

If the information you provided or your circumstances change, please contact the Timebank Whakatū administrators.

If there are changes to this policy before the Date for Review (see end of document), we will contact you and/or inform you via our newsletter.

Security

Unfortunately, transmitting information via the Internet is never completely secure. Transmissions between your browser and the hOurworld servers are SSL/TLS encrypted. Passwords in the Time and Talents database are encrypted so they cannot be used, even in the event of a data breach. Access to the database (and your information inside it) is strictly controlled using SSH certificate-based authentication.

Accessing and controlling your personal information

You will have access to your profile, exchange history and conversations on hOurworld and can access and update the personal information in your profile at any time. Further information relating to your information held by Timebank Whakatū may be requested at any time.

We will never sell, distribute or lease your identifiable personal information to third parties without your permission or instruction or are required by law to do so. Timebank Whakatū may use information without your identity to improve services, for example, by measuring the number of hours exchanged in a particular exchange category or in support of a particular cause.

You may request personal information which we hold about you. A small administration fee may be payable if extensive time is needed to meet your request. If you believe that any information we are holding about you is incorrect or incomplete, please advise us as soon as possible. We will promptly correct any information found to be incorrect.

Your rights

Every person has the right to request copies of the personal information an organisation holds about them and how the information was used.

The law also provides you with other rights regarding your information including, for example: correction of inaccurate data, objection to processing, moving your information to somewhere else, and, in some cases, getting your information deleted. If you are unhappy with how we are handling your or if you need to correct or update it, please contact us.

Please note that there is a minimum amount of information required for timebanking to happen; if we don't have this information, we will not be able to provide timebanking services to you.

If you are not satisfied with any response from us addressing your complaint or concern about your personal information, you then have the option of contacting the Privacy Commissioner to take that complaint further. The Privacy Commissioner does like to see that you have raised a complaint with the agent first and received a response before contacting them. If you do wish to contact them, you can do so using this online form.

Our Commitment

Timebank Whakatū will, through appropriate management and strict application of criteria and controls, ensure that we:

- Fully observe the conditions regarding the fair collection and use of information.
- Meet our legal obligations to specify the purposes for which information is used.
- Collect and process only appropriate information, and only to the extent needed to fulfil operational needs and to comply with any legal requirements.
- Ensure the quality of information used.
- Apply strict checks to determine how long information is held.
- Ensure that the rights of people about whom information is held, can be fully exercised under the Act (these include the right to be informed that processing is being undertaken, the right of access to one's personal information, the right to prevent processing in certain circumstances, and the right to correct, rectify, block or erase information which is regarded as wrong).
- Take appropriate technical and organisational security measures to safeguard personal information.
- Will not use information for a purpose incompatible with the original purpose for which permission was given.
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information.
- Allocate the resources required to ensure the effective operation of the Policy.

In addition, Timebank Whakatū ensures that:

- Everyone managing and handling personal information understands that they are legally responsible for following good data protection practice.
- Everyone managing and handling personal information is appropriately trained to do so.

- Anybody wanting to enquire about our handling personal information knows what to do.
- Queries about handling personal information are promptly and courteously dealt with.
- Methods of handling personal information are clearly described.
- A regular review and audit are made of how personal information is held, managed and used.
- Methods of handling personal information are regularly assessed and evaluated.
- Performance with handling personal information is regularly assessed and evaluated.
- Any breach of the rules and procedures identified in this Policy will be dealt with using our most severe disciplinary processes and may result in suspension or dismissal.

Responsibilities & Review

The Timebank Whakatū steering group holds overall responsibility for administering and implementing this Data Protection Policy. The primary point of contact is the timebank co-ordinator. This Policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to The Privacy Act or whenever deemed necessary.

The Data Protection Policy will, under normal circumstances, be managed and reviewed annually.

Reviews to the Policy will be subject to scrutiny and, from time to time, updates and re-issues will be circulated.

The Policy will be reviewed sooner whenever:

- A weakness in the Policy is identified.
- Weakness in hardware or software controls is identified.
- New threat(s) arise, or risks change.
- Legislative requirements change.
- Government, company or other directives and requirements change.