



Standing for
Mental Health
& Wellbeing

PRIVACY POLICY

we are Raise (formerly EAPworks)

We provide a range of workplace health and wellbeing services to organisations. These services include Employee Assistance Program services, trauma counselling, health risk assessments and organisational development (coaching, training and facilitation) services.

In conducting our business, we collect, use and disclose personal information about you. Your privacy is very important to us, and we value the trust you place in us to handle your personal information the right way.

This Privacy Policy sets out how we comply with our obligations under the Privacy Act and other relevant legislation in managing your personal information.

what information do we collect and hold?

The types of personal information we may collect and hold about you includes:

- Identity
- Name Residential address
- Date of birth
- Gender
- Email address
- Phone number
- Billing and administration
- Employer/sponsoring organisation
- Employer business unit
- Employment location
- Health
- Reason for assistance
- Health/personal history
- Case notes relating the services we provide you
- Emergency contact details

We will only collect information about you to the extent it is necessary for us to provide services to you or is otherwise necessary for us to perform one or more of our functions.

how do we collect and hold information?

Normally, we will collect your personal information directly from you. We do this when you:

- Contact our offices directly
- Request services electronically via email, website, web portal or online.
- Attend an appointment with one of our clinicians or otherwise participate in a service (whether in person or by telephone or video teleconference)

We may also collect information about you from your employer. We do this when your employer considers that you are at risk or otherwise considers that you may benefit from services we offer.

Normally, the only information we collect from your employer in these circumstances is your name, contact details and a high-level understanding of why your employer considers that you will benefit from our services.

When you first make contact with us, or we with you (where your employer asks us to contact you), we create a unique digital record for you. We, and our contracted professionals, may also keep physical records in relation to the services we provide. Each time a service is provided to you, new information is added to your record.



Standing for
Mental Health
& Wellbeing

is your information secure?

We take all reasonable steps to make sure your personal and health information is kept secure and safe from loss, unauthorised access, modification or disclosure and/or misuse, in accordance with our obligations under the Privacy Act and Health Information Privacy Code. Respecting an individual's right to privacy and ensuring confidentiality is maintained in any contractual dealings with clients. Confidential information will only be shared when the client has given express permission to do so; when there is a clear danger to the health or wellbeing of the individual or another person. We keep personal information safe by storing it securely and only allow certain staff to access your information, where it is required for them to perform their roles.

how may we use your information?

We will use your information for the following purposes:

- to verify your identity for security purposes
- to send you an SMS message via text, or to email you with relevant information to support you to voluntarily seek help or assistance.

We may also use your information on an aggregated and anonymised basis:

- to generate high-level wellbeing reports to provide to our client organisations to enable them to design wellbeing initiatives to support the wellbeing of their staff
- to identify and generate high level wellbeing trends over time on an organisational, sector or national level
- to conduct general analysis, research and insights in order to continually improve our Services.

why do we need your personal information?

We collect and use information about you in order to provide relevant services to you, to ensure that you get the support and care you need. We need to keep records of the services we provide to assist the clinicians involved in the provision of the services with managing and improving the support provided to you. We are also required to maintain records of all health-related services we provide you for legal and ethical reasons.

We keep your records for as long as we need to, to comply with our obligations.

Most services we provide you are provided in confidence and we will not notify your employer or sponsoring organisation that you have received services from us, nor would anything be disclosed in the course of providing those services, without first obtaining your written informed consent.

our services

Our services are provided by a network of qualified professionals (including psychologists, wellbeing specialists and counsellors). Our network is made up of a mix of employees and independent associates. We exchange information about you and the services provided to you with these independent associates. We ensure that all independent associates in our network are bound by legal and ethical obligations of confidentiality in respect of your information.

Where requested to do so, we may provide your information to other persons who are involved in your care (such as clinicians, medical practitioners, specialists and hospitals). Prior to disclosing any of your information, we would first obtain your written informed consent (except in the case of an emergency).



Standing for
Mental Health
& Wellbeing

We may disclose information to someone who is not involved in providing services to you:

- if you are a minor (for example, to a parent or guardian);
- if we are required or permitted by law; or
- if you consent.

If you are contacting us or receiving assistance from us and you or someone else are at possible risk of harm, we have an obligation to intervene and provide the appropriate escalation. This may take the form of liaising with a third party (for example, a medical practitioner, family member, manager or colleague) or, in certain circumstances, contacting emergency services.

You may request access to the information we hold about you. You can also request that corrections be made to that information. We will respond to your request within a reasonable time.

If you have any concerns about how we handle your personal information or you wish to make a complaint on the basis that you consider we have breached the New Zealand Privacy Law prescribed under the Privacy Act, please contact us. If you would like to make a complaint, you will need to send us your complaint in writing (see details below).

We will endeavour to respond to your complaint within a reasonable timeframe.

how to contact us

Email: referrals@raisementalhealth.co.nz

Phone: 0800 735 343

Address: PO Box 21061

Edgware

Christchurch 8143

your privacy on the internet

We may also collect non-personally identifiable information such as the type of browser, or operating system you use, your domain name, IP address, access times, referring website addresses and page views. Our Internet Service Provider (ISP) automatically identifies your computer by its IP address. When you visit pages on our website, our ISP may log your IP address. We do not link IP addresses to any personally identifiable information.

Your IP address is used to gather broad demographic information only. A User Transaction ID is created each time you enter our website. This ID is used to keep track of your dealings with us, and other requests.

cookies

We do not use cookies to collect information which can personally identify you. A cookie is a small, text-based file used frequently on some websites and portals. They are designed to assist and streamline the exchange of information between your computer's browser and our computer systems. Other cookies we use collect information about the use of our websites. The information collected includes where visitors connect from, what version of browser they use, and their path through the site. It helps us to provide personalised features and keep our content fresh and relevant. If you do not want information collected through the use of cookies, you can configure your cookie preferences and options through your browser.



*Standing for
Mental Health
& Wellbeing*

web beacons

Our web pages may contain electronic images, known as web beacons or spotlight tags. These enable us to count users who have visited certain pages of our website. Web beacons and spotlight tags are not used by us to access your personal information, they are simply a tool we use to analyse which web pages customers view, in an aggregate number.

links to other websites

Our website may contain links to other websites. Whilst such links are provided for your convenience, you should be aware that the information handling practices of the linked websites might not be the same as ours.