



**Social Workers  
Registration Board**  
Kāhui Whakamana Tauwhiro

## PRIVACY

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## POLICY

Commencement Date	1 January 2022	Owner	Business Operations Manager
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Approved by		Date Approved	

Change Log		
Date	Change	By whom

This document supersedes any other Social Workers Registration Board (SWRB) statements or documents concerning privacy or related issues. This policy applies to all SWRB employees.

## Related documents

This Policy should be read in conjunction with:

- SWRB values/ngā uara

The following tools assist in implementing this policy:

- Policy Guidelines

## Purpose

1. This privacy policy explains how the Social Workers Registration Board (SWRB) collects, stores, uses and discloses personal information. The policy applies to all personal information collected, stored, used and shared by the SWRB.

## Scope

2. This policy applies to all permanent and fixed term SWRB employees.

## Background

3. The SWRB is a Crown Entity responsible for regulating the Aotearoa New Zealand social work profession. The SWRB statutory purposes are to protect the safety of the public and to enhance the professionalism of social workers. To accomplish these purposes the SWRB deals with personal information. We collect, store, use and share personal information to carry out the following functions and activities:

- Registration
- On-going accreditation
- Assessment of a social workers competence or fitness to practice, or quality assurance
- Accreditation of educational providers
- Notifications about and discipline of social workers.

4. This means SWRB may collect information belonging or relating to:

- Social Workers
- Employees
- Medical professionals
- Agents of SWRB

- Complainants and other members of the public who may have information relevant to an investigation.
5. When we need to collect information for one of the functions referred to above, we will provide more specific information regarding the purpose of collection, use and disclosure of that information and, where appropriate, how it will be kept secure.

## Principles

This is consistent with SWRB's values/ngā uara which are:

- Matatika: To do what is right and just; ethical, fair, equitable, honest, unbiased, impartial, moral, trustworthy
  - Manaaki: To look after the dignity of others, to support, to tend, to take care of, protect, look out for, show respect, generosity and kindness towards others.
  - Mahitahi: To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy.
  - Māia: To be bold, brave, capable, confident, courageous, demonstrating endurance, strength, and resilience
6. SWRB is committed to observing its obligations and responsibilities under the Privacy Act 2020. More than that, SWRB recognises that the information we collect and care for is a taonga and accordingly that SWRB needs to treat information with the utmost respect, protect it, and ensure it is managed appropriately.

## Statement of Policy

### Our privacy commitment

7. We only collect personal information where it is necessary to carry out our functions.
8. We will only use and share personal information where necessary to carry out the functions for which we collected it, or if required by law or in accordance with legislation.
9. Information will be collected directly from the individual it is about where possible, and from other people or agencies only where necessary. For example, we may collect character references from others in the course of assessing an application for registration.
10. We may generate personal information about a person when we carry out our functions including our assessment of whether you are a fit and proper person to practise social work.
11. We store our data (including personal information) on secure information technology platforms.
12. Anonymised information may be used for statistical purposes, subject to the obligations and requirements of the Privacy Act.

13. You can ask for a copy of your personal information and correct it at any time.

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### Collection of personal information

15. Personal information is collected direct from individuals as we carry out our functions under the Social Workers Registration Act, including social worker registration and certification, maintenance of the Register of New Zealand Registered Social Workers, and investigations relating to conduct, convictions and competence.

16. Personal information collected can include:

- full name, date of birth, and gender
- contact details including address(es), email address and phone number(s)
- qualifications and employment details
- Police vetting details and outcome
- personal history information such as English language test results, complaint investigation, previous employment, previous registration, and character reference.

17. We may also collect information directly and from third parties for the purpose of investigating conduct or competence issues and complaints where:

- there has been a complaint against a social worker in relation to conduct or competence or fitness (section 68A of the Act)
- an employer has notified us of action taken against a social worker (mandatory report)
- we receive notification from a New Zealand court of a social worker's criminal conviction (section 63 of the Act)
- the Health and Disability Commissioner notifies us of a complaint about provision of health or disability services it receives involving a social worker (section 62 of the Act).

18. This can include gathering information about any investigations or other considerations of the complaint already completed (section 71(2)).

### Third parties

19. We use third-party providers to manage some of our engagement with social workers, such as for newsletters and event registrations. Where we do this, the information you provide may also be collected and stored by those providers. We use the following third-party providers:

- Google Analytics (<https://policies.google.com/?gl=NZ&hl=en-GB>) for website interaction data
- Mailchimp (<https://mailchimp.com/>) to manage our mailing lists
- Eventbrite (<https://www.eventbrite.co.nz/>) to manage some workshop registrations

- Typeform (<https://www.typeform.com/>) for conducting surveys
- Soundcloud (<https://soundcloud.com/user-94237250>), iTunes and Apple podcasts to share podcasts.

20. Social media sites and third-party websites may store information overseas. None of the third parties have access to any personal information held on our systems.

### Use and Disclosure of personal information

21. Personal information is only used for the purposes required to carry out our functions. This may include disclosure to persons or organisations that require the information to complete related activities (such as NZ Police for police vetting). Access to, use of and sharing of personal information complies with our legal requirements including the Official Information Act, Privacy Act, and the Social Worker Registration Act. For example, section 61 of the Social Workers Registration Act requires us to notify the Health and Disability Commissioner in writing of complaints about the provision of health services or disability services.

22. Personal information is used to:

- Assess a social worker's eligibility for registration and certification
- Maintain the Register of New Zealand Registered Social Workers
- Conduct the statutory functions and administration of the SWRB, for example investigating complaints.

23. Some personal information can be disclosed to members of the public who are:

- viewing the Register of New Zealand Registered Social Workers (available on our website)
- viewing published decisions and reasons for decisions of disciplinary hearings and processes
- attending any hearings of the Tribunal if the hearing is public.

24. Some personal information is also disclosed to:

- New Zealand Police to obtain a Police check (Police vet) or if a PCC recommends allegations about a social worker are referred to Police (section 71 of the Act)
- Tertiary education institutions to obtain or confirm a social worker's academic record
- Social workers and complainants if a complaint or notice of conviction has been referred to a Professional Conduct Committee (section 69 of the Act)

### Storage, Security and Retention of personal information

25. SWRB store data, including personal information, on secure information technology platforms.

The information and technology Security Management Framework and related policies and

procedures used by SWRB are based on the security requirements set out in the New Zealand Information Security Manual and the New Zealand Protective Security Requirements.

26. Data, including your personal information will be kept for as long as needed to carry out our functions. SWRB will dispose of it when authorised and legally appropriate to do so.