



RAANZ Quality Assurance and Operations Manual

Privacy Policy

September 4th, 2025

Effective Date: [Insert Date]

Last Updated: [Insert Date]

1. Introduction

The Recreational Aircraft Association of New Zealand (RAANZ) is committed to protecting the privacy and personal information of our members, website visitors, and all individuals who interact with our organisation. This Privacy Policy explains how we collect, use, store and disclose personal information in accordance with the Privacy Act 2020 and the 13 Information Privacy Principles.

2. Legislative Framework

This Privacy Policy is designed to comply with:

- **Privacy Act 2020** (New Zealand)
- The 13 Information Privacy Principles contained within the Privacy Act 2020
- Any applicable Codes of Practice issued by the Privacy Commissioner

3. What is Personal Information?

Personal information means information about an identifiable individual. This includes, but is not limited to:

- Names and contact details (addresses, phone numbers, email addresses)
- Membership information and records
- Flight experience and flight certificate qualifications
- Aircraft ownership details
- Financial information related to membership fees
- Photographs and video recordings where individuals are identifiable
- Any other information that can be used to identify a specific person

4. Information We Collect

4.1 Membership Information

We collect personal information necessary for:

- Processing membership applications
- Maintaining membership records
- Providing member services and benefits
- Communication about RAANZ activities and events
- Safety reporting and compliance requirements

4.2 Website and Digital Services

When you use our website or digital services, we may collect:

- Technical information about your device and internet connection
- Website usage data through cookies and similar technologies
- Information submitted through contact forms or online applications

4.3 Events and Activities

For events, training courses, and fly-ins, we may collect:

- Registration details
- Emergency contact information
- Dietary requirements and accessibility needs
- Photographs and videos for promotional purposes (with consent)

5. How We Collect Information

5.1 Direct Collection

We primarily collect personal information directly from you when you:

- Complete membership applications
- Annual/Bi-annual review returns
- Annual aircraft Flight Permit Validations
- Register for events or training
- Contact us via phone, email, or our website
- Participate in surveys or feedback requests

5.2 Third Party Collection

In limited circumstances, we may collect information from third parties, such as:

- Civil Aviation Authority records (where relevant to recreational aviation)
- Other aviation organisations (with appropriate consent)
- Emergency contacts (in emergency situations only)

6. How We Use Personal Information

We use personal information for the following purposes:

6.1 Primary Purposes

- Processing and managing memberships
- Providing member services and benefits
- Organising events, training, and activities
- Communication about RAANZ matters
- Maintaining aircraft and pilot registers where applicable
- Safety reporting and incident management

6.2 Secondary Purposes

- Improving our services and website
- Research and statistical analysis (using de-identified data where possible)
- Legal compliance and regulatory requirements

7. Disclosure of Personal Information

We may disclose personal information in the following circumstances:

7.1 Within RAANZ

- To authorised officers, staff and volunteers for legitimate organisational purposes such as internal auditing
- To regional branches and affiliated clubs (with member consent)
- To current instructors or IA's for managing or assessing compliance and safety

7.2 External Disclosure

We may disclose information to:

- Civil Aviation Authority (where required by law or regulation)
- Emergency services (in emergency situations)
- Legal advisors and auditors (under confidentiality agreements)
- Service providers who assist with our operations (under confidentiality agreements)
- Law enforcement agencies (where required by law)

7.3 Consent Required

For any disclosure not covered above, we will seek your explicit consent unless disclosure is otherwise permitted or required by law.

8. Data Security and Storage

8.1 Security Measures

We implement appropriate security measures to protect personal information, including:

- Physical security for paper records
- Password protection and encryption for digital records
- Regular security reviews and updates
- Staff training on privacy and security requirements
- Secure disposal of information no longer required

8.2 Data Retention

We retain personal information only as long as necessary for the purposes for which it was collected, or as required by law. Membership records are typically retained for ten years after membership expires.

8.3 Overseas Disclosure

If we disclose personal information overseas, we will take reasonable steps to ensure the recipient provides comparable privacy protection, unless you consent otherwise or an exception applies under the Privacy Act 2020.

9. Your Privacy Rights

Under the Privacy Act 2020, you have the right to:

9.1 Access Rights

- Request access to personal information we hold about you
- Receive information about how we use your personal information
- Obtain copies of your personal information (subject to any applicable fees)

9.2 Correction Rights

- Request correction of inaccurate or incomplete personal information
- Have corrections made without unreasonable delay
- Request that we take reasonable steps to notify third parties of corrections

9.3 Other Rights

- Withdraw consent (where processing is based on consent)
- Request information about our privacy practices
- Make complaints about our handling of personal information

10. Exercising Your Rights

To exercise your privacy rights:

- **Email:** admin@raanz.org.nz
- **Phone:** 021 076 3483
- **Mail:** Recreational Aircraft Association of New Zealand, Freepost 102829
P O Box 15016, Hamilton 3243

We will respond to your request within twenty working days or notify you if we need more time. Some information may not be available if disclosure would breach the privacy of others or is otherwise restricted by law.

11. Privacy Complaints

11.1 Internal Complaints

If you have concerns about our privacy practices:

1. Contact our Privacy Officer using the details above
2. We will investigate and respond within twenty working days
3. If you remain unsatisfied, you may escalate to our senior management

11.2 Privacy Commissioner

You may also complain directly to the Privacy Commissioner:

- **Website:** www.privacy.org.nz
- **Phone:** 0800 803 909
- **Email:** enquiries@privacy.org.nz

12. Privacy Breach Response

In the event of a privacy breach that causes or is likely to cause serious harm, we will:

- Take immediate steps to contain the breach
- Assess the risk of harm to affected individuals
- Notify the Privacy Commissioner within seventy-two hours where required
- Notify affected individuals without unreasonable delay where required
- Take steps to prevent similar breaches in the future

13. Cookies and Website Technologies

Our website uses cookies and similar technologies to:

- Ensure proper website functionality
- Improve user experience
- Collect anonymous usage statistics
- Remember your preferences

You can control cookie settings through your browser, though some website features may not function properly if cookies are disabled.

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will:

- Post updated policies on our website
- Notify members of significant changes via email or newsletter
- Include the effective date of any changes

15. Contact Information

- **Email:** admin@raanz.org.nz
- **Phone:** 021 076 3483
- **Mail:** Recreational Aircraft Association of New Zealand, Freepost 102829
P O Box 15016, Hamilton 3243
- **Website:** www.raanz.org.nz

This Privacy Policy complies with the Privacy Act 2020 (New Zealand) and is designed to be clear and accessible to all members and visitors. If you need this information in an alternative format, please

contact us using the details above.

Approved by resolution of the RAANZ Committee

Signed:



RAANZ President

Date: 7 - 9 - 2025