



Frequently asked questions on privacy

Is my application going to affect future visa prospects?

No. The information you provide to us will only be used for the purpose of this assistance. Accessing this support will not impact your current or future visa status.

When I apply for support, what happens to my personal information?

When you are successful in making an application via the Department of Internal Affairs (DIA), your information will be passed on to New Zealand Red Cross to administer support. Both parties will store and keep your personal information secure in accordance with the Privacy Act 1993 and will only use personal information provided through the application process for the purpose it was provided. For more information, please refer to the privacy statement.

What are the circumstances where my information would be shared with another agency (beyond DIA or Red Cross)?

New Zealand Red Cross and DIA will only use personal information provided to us through this website for the purpose you provided it (e.g. to assess your application for support, administer, evaluate and improve the website, and to improve our services), and for other reasons where permitted under the Privacy Act 1993 (i.e. with your consent, for a directly related purpose, or where the law permits or requires it).



Can you confirm that the visa checking system doesn't save my information or alert Immigration New Zealand?

The [Visa Verification service](#) which is used to verify an applicant's visa information, will be used to confirm whether you are eligible to apply for support. This service, and the information visible through the service, is publicly available.

All information is managed in accordance with the Privacy Act 1993. That means your information will only be used for the purpose you provided it for.

Will I ever have to pay this money back?

No. This assistance is provided to you without expectation of paying it back.

I do not have a valid visa. Will you pass my information on to other agencies?

No.

You can find out if you are eligible for assistance through this programme before you apply at covid19.govt.nz/business-work-and-money/financial-support/covid-19-financial-support-tool/

I'm not satisfied with how my personal information has been used. What should I do?

You can contact New Zealand Red Cross on 0800 RED CROSS.

If you're not satisfied with our response to any privacy-related concern you have, you can contact the Privacy Commissioner:

Office of the Privacy Commissioner
PO Box 10-094 Wellington, New Zealand
Phone: 04 474 7590
Enquiries Line (from Auckland): 09 302 8655
Enquiries Line (from outside Auckland): 0800 803 909
Fax: 04 474 7595
Email: enquiries@privacy.org.nz



Working with the
New Zealand Government