

Your privacy and declaration – Foreign National Support Assistance

This declaration and privacy policy applies to you if you applied for the Foreign National Support assistance and you are declaring you meet the eligibility criteria.

Privacy

The purpose of the privacy policy is to let clients applying for Foreign National Support know that we may collect personal information and what we do with this information. We do not use, share or transfer personal information in connection with the site except as set out in this policy, or as otherwise set out somewhere on the site. This privacy statement applies to personal information collected through the Foreign National Support website: <https://foreignnational.services.govt.nz>

Collection, storage and use

Collection of personal information

The website provides information and enables for the application for support by Foreign Nationals who are stranded in New Zealand due to COVID-19. The site is operated by the Department of Internal Affairs (DIA) with support of the Red Cross

By applying for this support, you are agreeing that this information will be viewable by site administrators, Department of Internal Affairs (DIA) staff (as appropriate), the Red Cross and any third-party contractors who may administrate or work on the site. Third party contractors are subject to the DIA's information security and privacy requirements.

Storage of personal information

When you provide personal information, it will be held by DIA. We will store and keep your personal information secure in accordance with the Privacy Act 1993.

The Department takes information security seriously. Our systems, including any information you provide through the website and by other methods is monitored for security purposes. This may include monitoring and access by third parties that provide services to DIA. This monitoring ensures that your information and DIA's information and systems are kept safe.

Use of personal information

DIA will generally only use personal information provided to us through this website for the purpose you provided it (e.g. to assess your application, or to action or respond to the information provided).

We will only use personal information provided to us through this website for other reasons permitted under the Privacy Act 1993 (e.g. with your consent, for a directly related purpose, or where the law permits or requires it).

If your device uses location services to provide your address or location, in order to access a list of locally available services, you need to know we use a Google Maps service to filter service options. Use of Google Maps is subject to Google's privacy policy (<http://www.google.com/policies/privacy/>) and the Google Maps Terms of Service (<http://developers.google.com/maps/terms>).

Submission of personal information to apply for Foreign National Support

The immigration details of the applicant(s) will be confirmed with the Ministry of Business, Innovation and Employment (Immigration). The information will be used to confirm whether you are eligible to apply for support.

Statistical information and cookies

Statistical information collected

We may collect statistical information about your visit to help us improve the Site. This information is aggregated and doesn't identify you personally. It includes:

- your IP address (a reference to the computer you are using)
- the pages you accessed on our Site and the links you clicked on
- the date and time you visited the site
- your operating system (e.g., Windows XP, Mac OS X)
- the type and version of web browser you use (e.g. Internet Explorer11, Mozilla Firefox v47, chrome v48)
- other things like your screen resolution and the language setting of your browser.

The statistical information referred to above will be viewable by website administrators and DIA staff. It may also be shared with other government agencies.

Records and disclosure statement Rights of access and correction

Your rights

Under the Privacy Act 1993, you have the right to access and to request correction of any of your personal information provided to DIA in connection with your use of this site. If you would like to see or change your personal information DIA has stored, or if you have any concerns regarding your privacy, please contact us at the address below. DIA may require proof of your identity before being able to provide you with any personal information.

The Privacy Officer
Department of Internal Affairs
PO Box 805 Wellington 6140
Phone: [64 4 495 7200](tel:6444957200)
Email: privacy@dia.govt.nz

Privacy Commissioner

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

Office of the Privacy Commissioner
PO Box 10-094 Wellington, New Zealand
Phone: [04 474 7590](tel:044747590)
Enquiries Line (from Auckland): [302 8655](tel:3028655)
Enquiries Line (from outside Auckland): [0800 803 909](tel:0800803909)
Fax: 04 474 7595
Email: enquiries@privacy.org.nz

Declaration

Notify changes in eligibility

- **You will notify the Department of Internal Affairs within 5 working days if anything changes that may affect your eligibility or entitlement to the support, including if any of the vendors named in your application have ended their relationship with you.**

Repaying the support

- You agree to repay the support or any part of the support paid to you if you:
 - fail to meet any of the obligations about how you must use the support; or
 - we're not or stopped being eligible for the support or any part of the support;
 - provide false or misleading information in your application; or
 - receive other financial support for any costs covered by this support.

Provision of true and correct information

- You acknowledge and agree that all of the information you have provided to the Department of Internal Affairs is true and correct.

Consequences of non-compliance with the obligations in this declaration

- You acknowledge that you may be subject to civil proceedings for the recovery of any amount you receive that you are not entitled to and/or to prosecution for offences under the Crimes Act 1961 if you:
 - have provided false or misleading information; or
 - fail to meet any of the obligations about how you must use the support; or
 - receive any support or part of a support that you were not entitled to.

Authority to make this declaration

- You have the authority to make this declaration.

The Department may amend this declaration

- You acknowledge that the Department of Internal Affairs may amend this declaration at any time and at its discretion.

Declaration forms part of your application

- You acknowledge that this declaration forms part of your application.

In submitting your application you also acknowledge and/or agree:

- The Department of Internal Affairs collects the information in this application to determine whether you are eligible to receive assistance.
 - The Department of Internal Affairs will use the information provided in this application for the purposes addressed in this document, including to assess your eligibility to receive the support and to audit and review any support granted.
 - The Department of Internal Affairs will not use the information provided in this application for any other purpose unless required or authorised by law.
 - Under the Privacy Act 1993 you have the right to request access to all information held about yourself and to request corrections to that information.
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Disclaimer

We make every reasonable effort to maintain current and accurate information on this site, and it has been assembled in good faith. All links and references to other websites, organisations or people not within the Department of Internal Affairs are provided for the user's convenience only, and should not be taken as endorsement of those websites, or of the information contained in those websites, nor of organisations or people referred to. The Department of Internal Affairs also does not implicitly or impliedly endorse any website, organisation or people who have off-site links to this website.

Feedback:

If you'd like to comment on this site, or the information contained within it, please [email us](#).