



Privacy Policy

Last Updated: 1st May 2026

Privacy Policy

At [GrandFriends NZ](#) (“we”, “our”, “us”), including programmes such as Chatty Café NZ, we are committed to protecting your privacy and handling your personal information responsibly and in accordance with the New Zealand Privacy Act 2020.

This Privacy Policy explains how we collect, use, store, and protect your information when you interact with us through our website, events, programmes, social media, volunteer opportunities, and CRM systems.

What Information We Collect

We may collect personal information including:

- Your name
- Email address
- Phone number
- Postal address
- Date of birth or age range
- Emergency contact details
- Volunteer or participant application information
- Information relating to your interests, availability, or community involvement
- Donation or payment information
- Communication preferences
- Information you provide through forms, surveys, registrations, or correspondence
- Website usage information (such as cookies and analytics)

Where relevant and appropriate, we may also collect:

- Police vetting information
- Safeguarding-related information

- Health or accessibility information you choose to provide to help us support participation safely

How We Collect Information

We collect information when you:

- Visit our website
- Fill in forms or applications
- Contact us by email, phone, or social media
- Sign up for newsletters or events
- Volunteer with us
- Participate in our programmes
- Donate or support our work
- Interact with us in person

We may also receive information from trusted referral partners or organisations where permission has been provided.

How We Use Your Information

We use your information to:

- Operate and manage our programmes and services
- Match volunteers and participants where appropriate
- Communicate with you
- Send newsletters, updates, or event information
- Respond to enquiries
- Manage safeguarding and wellbeing responsibilities
- Process donations or registrations
- Improve our services and community impact
- Meet legal and reporting obligations
- Maintain internal records and CRM systems

We only collect information that is reasonably necessary for our activities.

CRM and Data Storage

We store information securely using trusted third-party systems, including cloud-based CRM and administration platforms.

Some information may be stored on servers located outside New Zealand. Where this occurs, we take reasonable steps to ensure your information remains protected and handled appropriately.

Access to personal information is restricted to authorised staff, contractors, and volunteers who require access to perform their roles.

Sharing Your Information

We will not sell your personal information.

We may share information with:

- Trusted service providers who help us operate our organisation
- Programme partners or venues where necessary for participation
- Professional advisers or regulatory authorities where legally required
- Emergency services or support agencies where there is a serious safety concern

All reasonable steps are taken to ensure information is handled securely and respectfully.

Email Communications

If you subscribe to our mailing list or engage with our services, we may send you updates, newsletters, invitations, or relevant information.

You can unsubscribe from marketing communications at any time by clicking the unsubscribe link or contacting us directly.

Cookies and Website Analytics

Our website may use cookies and analytics tools to help improve website performance and user experience.

These tools may collect non-identifiable information such as browser type, pages visited, and time spent on the website.

You can adjust your browser settings to disable cookies if you prefer.

Protecting Your Information

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, disclosure, or alteration.

However, no online system can be guaranteed completely secure, and users share information at their own risk.

Accessing or Correcting Your Information

You have the right to request access to the personal information we hold about you and request corrections if you believe it is inaccurate.

To request access or updates, please contact us using the details below.

Retention of Information

We retain information only as long as reasonably necessary for operational, legal, safeguarding, or reporting purposes.

When information is no longer required, we will securely delete or anonymise it where practical.

Children and Vulnerable Persons

Where our programmes involve children, young people, older adults, or vulnerable individuals, additional safeguarding and privacy protections may apply.

Parents, guardians, carers, or authorised representatives may be involved where appropriate.

Changes to This Policy

We may update this Privacy Policy from time to time. Updated versions will be published on our website with the revised date.

Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact:

Chatty Café NZ

Email: connect@chattycafe.co.nz