

Privacy Statement

At Koruhealth, we understand the importance of privacy, especially when it comes to your health and well-being. We are committed to protecting the confidentiality and security of your personal information. This privacy statement outlines how we collect, use, and safeguard your data.

1. Information We Collect:

To provide you with the best possible welfare and medical expense assistance, we may collect and process the following types of information:

- Information that you, or someone acting on your behalf, provide to us. This can include your full name, address, date of birth, phone number, email address, employee ID, bank account information, and other identifiers and documentation necessary for enrolment and on-going communication.
- Information you provide to us about your health, health expenses, and other medical schemes you belong to, including but not limited to invoices and receipts related to your medical expenses.

2. How We Use Your Information:

Administration - Your information will be used to manage your participation, enrolment, and administration in the Koruhealth programme, including:

- Validating eligibility to participate,
- Reviewing and processing claims,
- Reviewing discretionary claims,
- Facilitating communication.

Regulatory Compliance - To comply with legal and regulatory requirements pertaining to the benefits we provide.

3. Information Sharing:

We will not disclose your personal or health related information to third parties without your explicit consent, except as required by law or for the administration of the Koruhealth programme. For the purpose of administration, we share information with our trusted partners and service providers (including Air New Zealand Ltd.) who assist us in delivering and managing the benefits we offer to our members. This includes leveraging expertise from Air New Zealand's Aviation and Occupational Health for the purposes of reviewing medically complex expense claims.

4. Security Measures:

We employ security measures to protect your information from unauthorised access, disclosure, alteration, and destruction. Your data is stored securely and accessible only to authorised personnel.

5. Your Rights:

You have the right to access, correct, or update your personal and health information. If you have any concerns or questions regarding your privacy, please contact Koruhealthadmin@airnz.co.nz.

6. Changes to this Privacy Statement:

We may update this privacy statement to reflect changes in our practices. Any significant changes will be communicated to you through appropriate channels.

By participating in our staff welfare society, you consent to the terms outlined in this privacy statement.