Privacy Policy

1. Background

1.1 The Certification Board for Inspection Personnel (CBIP) recognises our obligations under the New Zealand Privacy Act 2020 (the Privacy Act) and any other applicable laws and regulations relating to the collection, use, storage and disclosure of your personal information.

1.2 Personal information you provide will be managed in accordance with this Privacy Policy.

1.3 The Operations Manager is CBIP privacy officer in accordance with the Privacy Act.

2. Consent

2.1 By using our website for membership and certification applications, you accept the terms of this policy and consent to CBIP collecting, storing, and using your personal information for the purposes for which you provided it.

3. Collection of information

3.1 CBIP collects personally identifiable information from you when you:

- apply for membership
- apply to sit an examination
- register interest via CBIP's website
- provide candidate or member feedback
- lodge an appeal
- make a formal complaint.

3.2 Personal information is also collected during verbal and written communication between you and CBIP such as phone conversations and email messaging.

3.3 The information CBIP collects includes your:

- full, legal name
- address
- phone number
- email address
- company name and/or employer details
- professional title
- relevant qualifications

3.4 Personal information is collected:

- for identification purposes
- to enable CBIP to provide its certification services
- from you, not from any third party.

4. Use of collected information.

4.1 CBIP collects your personal information to:

- provide certification-related services
- meet the requirements of CBIP's accreditation body and the relevant International Standards governing CBIP's accreditation status.

5. Storage of Collected Information

5.1 CBIP stores information in digital or non-digital formats.

5.2 Your personal information is retained for the duration of your certification membership following which your information is securely destroyed.

6. Disclosure of personal information

6.1 CBIP requires signed confidentiality agreements from all personnel involved in certification activities prior to distributing personal information. This is to ensure verbal and written disclosure of personal information is managed appropriately.

6.2 CBIP may disclose your personal information to third parties where required by the law to a range of organisations. These persons or organisations must maintain the privacy of individuals and confidentiality of any information provided to them. CBIP's third parties include:

- WorkSafe New Zealand
- our professional advisers, including our accountant, internal and external auditors, law firm, insurer, IT service providers, JASANZ.

6.3 If CBIP is required by law to release confidential information, CBIP will notify the person(s) concerned about the information that will be provided unless it is prohibited by law to do so. Notification will include the reasons why the information is being released and the organisation(s) it is being released to.

7. Other disclosures

7.1 In addition, CBIP may also disclose personal information:

- with your written consent
- when required or authorised by law
- to an enforcement body when reasonably necessary, or

- to lessen or prevent a threat to an individual or public health or safety.

8. Access to Collected Information

8.1 You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you require a copy of your information, or to have it corrected, please contact the Privacy Officer at cbip@cbip.co.nz or on 06 759 4360.

9. Updates to this Privacy Statement

9.1 CBIP may amend this Privacy Policy from time to time. Any changes apply from the date that the updated Privacy Policy is published on CBIP's website. A change notification will summarise the nature of any changes made and the rationale for those changes.

10. Links to other websites

10.1 CBIP's website contains links to other websites related to CBIP's operations and certification services. CBIP is not responsible for the content or privacy policies of other websites.

11. Privacy breaches

11.1 A privacy breach occurs when personal information:

- is accessed, disclosed, altered, lost, or destroyed without authorisation, or
- cannot be accessed by the organisation (e.g. lost data) in circumstances where unauthorised access or disclosure is likely.

11.2 If you believe your privacy has been breached or if you have a complaint about the management of your personal information, please contact us in writing addressed to the Privacy Officer.

Email: cbip@cbip.co.nz

11.2 Not every breach has to be reported to the Office of the Privacy Commissioner. It becomes a **notifiable privacy breach** if it has caused, or is **likely to cause, serious harm** to an affected individual.

There is no fixed definition of serious harm in NZ's Privacy Act 2020, but CBIP will assess factors such as:

- sensitivity of the information (e.g. health, financial data, exam data)
- security safeguards in place (e.g. encryption)
- who obtained or could obtain the information
- whether the information is likely to be misused

- the nature of the harm (e.g. identity theft, humiliation, reputational or emotional harm, loss of employment).

12. Security of Information

12.1 When users visit the CBIP website, the system may record certain information about their use of the site, including the web pages visited and the time and date of their visit. CBIP uses this information to help analyse and improve the performance of the CBIP website. In addition, we may use "cookies" on the CBIP website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. We will treat this information in the same way as other personal information we collect. Users are free to disable cookies on their internet browser to prevent this information being collected; however, they will lose the benefit of the enhanced website experience that the use of cookies may offer.

12.2 Websites linked to the CBIP website are not subject to CBIP's privacy standards, policies or procedures. CBIP cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

13. References

- Privacy Act 2020
- ISO/IEC 17024:2012 Conformity assessment – General requirements for bodies operating certification of persons

14. Revision history

This document replaces revision 01, issued 19 June 2024. Amendments are made in response to Internal Audit findings from March 2026. Main changes are:

- Clause 6.1. Added "all personnel involved in certification activities"
- Clause 6.2. Expanded list of third parties and added responsibility to maintain privacy and confidentiality
- Clause 7.1. Added "written consent"
- Clauses 11.1 and 11.3 added.