



NEW ZEALAND
CHIROPRACTIC BOARD
TE POARI KAIKOROHITI O AOTEAROA

POLICY:

Privacy Policy

May 2026

PRIVACY POLICY

This privacy policy applies to all personal information collected by the Te Poari Kaikorohiti o Aotearoa | Chiropractic Board (Board | we | us) during the Board's performance of its regulatory functions. For the avoidance of doubt, this policy applies to personal information about any person, including chiropractors and members of the public.

DEFINITIONS

In this policy:

Collect (and collection) means obtaining or seeking personal information but does not include receiving unsolicited information.

Health information means any personal information about an identifiable individual's health, disability, or the health or disability services sought by or provided to them.

Personal information means information about an identifiable individual not including a deceased person.

Regulatory functions include all Board functions, duties, and powers to regulate the chiropractic profession in Aotearoa New Zealand.

COLLECTION OF PERSONAL INFORMATION

We may collect personal information if it is necessary to support our regulatory functions. This includes in the following circumstances:

- you submit any application to the Board, including an application for registration, an application for a practising certificate, or an application to be retained on the register with non-practising status
- you communicate with us or supply your personal information to us, including if you make a complaint or notification to us
- a person or agency makes a complaint or notification about you
- you provide information (including clinical records or other supporting information) in relation to a complaint or notification
- you use our website or practitioner portal
- to manage or respond to questions or concerns regarding conduct, competence, or fitness to practise
- to support our administrative functions or for quality improvement purposes
- we are required or permitted by law to collect your personal information.

The personal information we may collect includes:

- your name and contact details
- details about your education, qualifications, and professional experience
- information to confirm your identity or qualifications

- information about chiropractic treatment you have sought or received, or your interactions with a chiropractor
- information recorded by or about you in clinical records or patient notes, including where this information relates to individuals who are not directly interacting with the Board
- information about your competence and fitness to practise, including health information and information held by regulatory and law enforcement agencies.

HOW WE COLLECT PERSONAL INFORMATION

Information may be collected in writing or verbally. We may collect personal information:

- directly from you
- from third parties
- from publicly available sources where appropriate.

If we collect personal information about you from a third party, including practitioners, complainants, assessors, educational providers, regulatory bodies, and other individuals or organisations, we will ensure that you are made aware of:

- the information has been collected
- the purpose of the collection
- who provided the information
- who the information may be shared with
- your right to access and correct your information.

In some circumstances, we may not be required to notify you when your personal information has been collected from a third party, including where:

- it would prejudice the purpose of collection (e.g. early stages of an investigation)
- it will be used in a way that doesn't identify you (e.g. identifying information is removed)
- it would not be reasonably practicable (e.g. we do not have your contact details).

WHY WE COLLECT YOUR INFORMATION

We collect personal information to help us perform our regulatory functions and for other lawful purposes. We may collect personal information and use it to:

- register applicants for registration and process applications for practising certificates
- manage concerns about your health, competence, or conduct as a chiropractor
- respond or inquire into your questions, comments, or correspondence about a chiropractor
- provide you with information about the Board's regulatory functions
- carry out any other action authorised by you or advised to you at the time of collection.

Information may also be used to help us improve the Board's processes.

SHARING YOUR INFORMATION

We may share your personal information:

- within the Board and Board staff
- with people or organisations who help us carry out our regulatory functions (e.g. assessors, committee members, or other regulatory bodies)
- where required or permitted by law.

The Board is required to make some personal information about chiropractors available on its public register.¹

We may disclose your personal information in accordance with the relevant information privacy principles in the Privacy Act or rules in the Health Information Privacy Code 2020, including if we believe:

- you have authorised us to do so
- you have been told about the intended disclosure, and you have not objected to that
- it is one of the purposes in connection with which we collected your personal information
- we are required or permitted by law to disclose the information.

We may also disclose your personal information if we believe it is necessary to:

- assist a public sector agency to maintain the law, including the investigation, prosecution and punishment of offences
- enforce the law
- for the conduct of proceedings
- prevent or lessen a serious threat to public health, public safety, or to the life or health of any person

In addition, the Board may disclose your personal information if we believe it is necessary to protect the rights, property, or safety of any person employed or engaged by the Board (including, without limitation, Board members, committee members, agent, or contractors) or to enforce any legal rights or obligations we may have.

STORAGE AND SECURITY OF INFORMATION

The Board will make reasonable efforts to protect the personal information we collect and hold from loss, misuse, unauthorised access or disclosure, alteration, or destruction. However, please note that despite best efforts, privacy breaches may still occur. If a privacy breach, or possible privacy breach, occurs we will assess the breach, and where necessary we will take reasonable steps to reduce or mitigate any harm. If a privacy breach may pose a risk of serious harm to you, we will meet the notification requirements in the Privacy Act, unless an exception applies.

¹ Health Practitioners Competence Assurance Act 2003, s 138.

ACCESS AND CORRECTION

You have the right to request access to the personal information we hold about you. We will respond to your request within 20 working days, unless you are advised of an extension. If we grant you access to your personal information, we will tell you how it will be provided to you. We may transfer or refuse a request for access to personal information; if that happens, we will tell you why.

You can ask us to correct your personal information if you believe that it is incorrect or inaccurate. We may correct the information, or in some cases we may attach a statement of correction to your information instead.

To request access to your personal information, request correction to your personal information, or to ask us questions about your privacy, please contact us in writing or by email:

Chiropractic Board
PO Box 10734
Wellington 6143

Registrar@chiropracticboard.org.nz

CHANGES TO OUR PRIVACY POLICY

The Chiropractic Board may update or revise this privacy policy at any time. Changes to the privacy policy will take effect immediately once published on the Board's website. Please check this privacy policy regularly for modifications and updates.

This privacy policy was last updated on 1 May 2026.