

Privacy Act 2020 statement

Including the Health Information Privacy Code 2020 · Last updated 25 September 2026

This statement sets out how Champ Limited meets the 13 information privacy principles of the Privacy Act 2020. Because Champ holds health and disability information about children, we also follow the Health Information Privacy Code 2020, which applies the same 13 rules to health information with extra care; each principle below covers the matching rule of the code.

It sits alongside our public privacy policy at champ.kiwi/privacy, which says the same things for families, and the security summary, which covers the technical side.

Agency: Champ Limited, NZBN 9429053962515, Wellington. Privacy officer: Jan-Paul de Groot, hello@champ.kiwi.

Principle 1: Purpose of collection

Collect personal information only for a lawful purpose connected with what the agency does, and only what is necessary.

Champ collects information for one purpose: so the people around a child can share what they know and keep it when someone leaves. Everything held supports that child.

There are no required fields beyond a name and email for adults and a first name for a child. Phone, address, photos and the medication section are optional.

Principle 2: Source of information

Collect information directly from the person concerned, unless an exception applies.

Most information about a child comes from their parents or from professionals the parents have invited, acting as the child's representatives, which the Act and the code allow.

Adults provide their own details when they accept an invitation. Anyone invited to a team is told by email who invited them and to which child's team.

Principle 3: Collection of information from the person

Make people aware of the collection, its purpose, who will receive it and their rights.

The privacy policy is written in plain English and linked from the home page, the page where an invited person joins and creates their account, and Settings. Invited people are told who invited them and to which child's team, and can decline.

Profile managers are notified whenever someone joins, adds something or records a meeting. Before a recording starts, Champ announces out loud that it is recording.

Principle 4: Manner of collection

Collect information lawfully, fairly and without unreasonable intrusion, taking particular care with children and young people.

Champ is used by adults about children; children have no accounts. Teams are encouraged to involve a child in what is written about them where the child is old enough.

Meeting recording is announced aloud and anyone present can ask for it to be deleted. There is no tracking or analytics on any page about a child.

Principle 5: Storage and security

Protect information against loss, misuse and unauthorised access with safeguards that are reasonable in the circumstances.

Encryption in transit and at rest, access rules enforced in the database, two-step sign-in (required for the people who run Champ), private file links that expire in two minutes, and daily backups. The security summary gives the detail.

Service providers act only on our instructions under contract.

Principle 6: Access to personal information

People can ask for access to information about them.

Profile managers can see and download everything on their child's profile at any time. Anyone can ask us for a copy of what is held about them or their child; we respond within 20 working days and there is no charge.

A young person can ask to see what is held about them; we work out with them and their parents how best to do that.

Principle 7: Correction of personal information

People can ask for information to be corrected.

Profile managers can edit everything on the profile directly. Other requests go to hello@champ.kiwi. Where we do not make a correction, we attach a statement of the correction sought if asked.

Principle 8: Accuracy

Take reasonable steps to check information is accurate, up to date, complete and not misleading before using it.

Everything on a profile shows who added it and when. AI summaries and meeting notes are drafts until a person who knows the content checks and approves them, and they sit alongside the original document or transcript.

Principle 9: Retention

Keep information no longer than needed for the purpose.

A profile is kept while its team wants it and deleted when its managers ask. Meeting audio is deleted as soon as it is transcribed, demo accounts after 14 days, and access requests after 90 days. Backups roll off automatically.

Principle 10: Limits on use

Use information only for the purpose it was collected for, unless an exception applies.

Information is used only to support the child's team. It is never sold, never used for advertising, never used to train AI, and not analysed across children for products, research or statistics without asking first.

Principle 11: Limits on disclosure

Disclose information only for the purpose it was collected for, with authorisation, or where another exception applies.

Information on a profile is disclosed only to the people its managers have invited, at the level they chose. The one narrow exception is a meeting guest link, which shows the child's first name and the meeting's details and nothing else, and the parents are told.

Neither the people who run Champ nor a school supervisor can open a profile without joining the team visibly.

Principle 12: Disclosure outside New Zealand

Send information overseas only where it will be protected by comparable safeguards.

Champ's data is held in Australia, whose privacy law is broadly comparable to New Zealand's. A few providers in the United States process information for a single purpose each (emails, transcription, AI drafting, public-page visit counts). We choose providers that commit by contract to protect information to a standard at least as strong as New Zealand law requires, and to not use it for their own purposes.

Principle 13: Unique identifiers

Assign unique identifiers only where necessary, and do not reuse another agency's identifier.

Champ gives people and profiles random internal identifiers used only inside Champ. It does not collect or use National Student Numbers, NHI numbers or any other agency's identifier.

Privacy breaches

We keep a written breach response plan. A notifiable privacy breach, one that has caused or is likely to cause serious harm, is reported to the Office of the Privacy Commissioner and to the people affected as soon as practicable, as Part 6 of the Act requires.

Complaints

Anyone unhappy with how we have handled their information can raise it with our privacy officer at hello@champ.kiwi, and can complain to the Office of the Privacy Commissioner at privacy.org.nz.

The technical detail behind principle 5 is in our security summary, and the version for families is at champ.kiwi/privacy.