

GenPro – Privacy Notice

This privacy notice sets out how General Practice Owners Association of Aotearoa New Zealand Incorporated (“**GenPro**”, “**we**” or “**us**”) collects, uses, and discloses information in connection with your practice’s GenPro membership, your use of our membership portal (“**Membership Portal**”), your use of our websites, platforms and applications (including our website at <https://genpro.org.nz/>) (“**Websites**”), and in any other interactions with you.

We may also collect, use and disclose information to the extent applicable law does not prohibit it.

1 What information do we collect?

We may collect, use, store and disclose the following categories of personal information, for any purpose which is stated to you at the time of collection or that you otherwise authorise, and for the following purposes.

1.1 Information we collect from you

Personal information we collect	Purpose
Information we collect from you when you become a GenPro member, including: <ul style="list-style-type: none"> • contact details such as your name, email address, business address and telephone number • information collected via our membership application form, including the name of your employer or practice, and information about your employment or practice as a general practitioner 	To do any one or more of the following: <ul style="list-style-type: none"> • to onboard your practice as a GenPro member • to communicate with you • to manage your practice’s GenPro membership and provide related products and services to you • to provide you with further information about us and our products or services
Any other information we may request from time to time in order to manage your practice’s GenPro membership	The purposes set out above
Information we collect from you when you appoint us to provide you with other products or services, including: <ul style="list-style-type: none"> • contact details such as your name, email address, business address and telephone number • any other information we may request from time to time in order to provide products or services to you 	To do any one or more of the following: <ul style="list-style-type: none"> • to communicate with you • to provide products and services to you; • to provide you with further information about us, about other products or services offered by us or our related companies or third parties, or which we consider may be of interest to you

<p>Information we collect from you when you communicate with us, including records and copies (such as emails, log files and screenshots) of your correspondence with us and related services</p>	<p>To do any one or more of the following:</p> <ul style="list-style-type: none"> • to communicate with you • to provide products or services to you
<p>Information relating to your use of the Membership Portal, including:</p> <ul style="list-style-type: none"> • Information you submit via the Membership Portal or otherwise supply to us, including when you register to use the Membership Portal and create an account • Information that is generated through your use of the Membership Portal • Information you provide to us when reporting a problem with the Membership Portal or requesting technological assistance 	<p>To do any one or more of the following:</p> <ul style="list-style-type: none"> • to verify your identity and eligibility to use the Membership Portal • to assist you if you forget your username or password for any of the services we provide to you via the Membership Portal • to operate and improve the Membership Portal, including to provide you with access to any protected areas of the Membership Portal and to assess the performance of the Membership Portal
<p>Information we collect from you when you subscribe to one of our newsletters and/or consent to receiving marketing communications from us, including your name and email address</p>	<p>To carry out marketing, promotional and publicity purposes including direct marketing, market research and surveys</p>
<p>Information that you provide to us or we collect through tracking your use of our Websites and/or Membership Portal, including the information described in paragraph Error! Reference source not found. below</p>	<p>To do any one or more of the following:</p> <ul style="list-style-type: none"> • to ensure our services and Websites function correctly and can be easily accessed • to help us understand the needs of our users, to ensure they are met • to deliver content and services based on your location • to optimise our delivery of services to you • for any of the purposes set out in paragraph Error! Reference source not found. below
<p>Any of the information collected above</p>	<p>For any other reason permitted by the Privacy Act 2020 (for example, with your consent, for a directly related purpose, or where the law permits or requires it)</p>

1.2 Information we collect from other sources

We may collect the following information about you indirectly and/or through third parties, from the following sources (and you authorise us to do so):

Source	Personal information we collect	Purpose
Your employer or practice	Information we collect when your practice becomes a GenPro member, including: <ul style="list-style-type: none"> • contact details such as your name, email address, business address and telephone number • information collected via our membership application form, including the name of your employer or practice, and information about your employment or practice as a general practitioner 	To do any one or more of the following: <ul style="list-style-type: none"> • to onboard your practice as a GenPro member • to communicate with you • to manage your practice's GenPro membership and provide related products and services to you or your practice • to provide you with further information about us and our products or services
	Any other information we may request from time to time in order to manage your practice's GenPro membership	The purposes set out above
	Information we collect from you when you appoint us to provide you with other products or services, including: <ul style="list-style-type: none"> • contact details such as your name, email address, business address and telephone number • any other information we may request from time to time in order to provide products or services to you 	To do any one or more of the following: <ul style="list-style-type: none"> • to communicate with you • to provide products and services to you; • to provide you with further information about us, about other products or services offered by us or our related companies or third parties, or which we consider may be of interest to you
Automated monitoring technologies, such APIs, log files, usage	Information that we indirectly collect through tracking your use of our Websites and/or Membership Portal, including the information described in	To do any one or more of the following: <ul style="list-style-type: none"> • to ensure our services and Websites function

monitoring software and cookies operating on our websites	paragraph Error! Reference source not found. below	correctly and can be easily accessed <ul style="list-style-type: none"> to help us understand the needs of our users, to ensure they are met to deliver content and services based on your location to optimise our delivery of services to you for any of the purposes set out in paragraph Error! Reference source not found. below
Any other third party with your authorisation	Any information we require or you may agree to provide from time to time	The purposes set out in this Privacy Notice and/or notified to you from time to time

1.3 Information you give to us about other people

If the information you provide to us includes personal information about another person, you confirm that:

- you have notified them of the matters set out in this Privacy Notice;
- they have authorised you to provide us that information; and
- they have authorised our use and further disclosure of that information in accordance with paragraphs 1, 2 and 4 of this Privacy Notice.

2 Use of information

In addition to the purposes set out in paragraph 1 and 2 and 1.2 above, your personal information may be used by us (and our employees, officers, agents, contractors and affiliates):

- to assist in providing better services to you by tailoring them to meet your needs;
- to keep the Websites and Membership Portal relevant and of interest to users;
- to customise the Websites and Membership Portal to your preferences and to show you advertising and information that is most relevant to you and your interests;
- to assist us in performing our functions and activities;
- to communicate and manage our relationships with stakeholders;
- analysis in aggregate form (identifiable characteristics removed so that you will remain anonymous);

- g to comply with our legal obligations; and
- h for any other purpose which is stated to you at the time of collection, or that you otherwise authorise, or as required or permitted by law.

3 Consequences for failure to provide

You may decide not to provide your personal information to us. However, if you do not provide it, we may not be able to provide you with access to the Websites or Membership Portal, or certain features of the Websites or Membership Portal. You and/or your practice may also not be able to fully utilise our other products and services including GenPro membership.

4 Information sharing and disclosure

We may disclose your personal information:

- a within our organisation for the purposes set out in paragraphs 1 and 2 above;
- b to your employer or other members of your practice, for the purposes set out in paragraphs 1 and 2 above;
- c to third parties, where necessary to provide our products and services to you;
- d if you have requested or authorised us to do so;
- e to our contractors, suppliers and other third parties to enable them to provide services and products to us and you, including in relation to the Websites and Membership Portal;
- f by sharing aggregated demographic information about our member or customer base with our affiliates, partners and advertisers;
- g when we believe it is appropriate to comply with the law, facilitate court proceedings or to protect our rights;
- h where we are authorised or required to do so by law.

5 Data access and correction

Under the Privacy Act 2020, you have rights of access to and correction of personal information that we hold. This can be done by contacting us by email at enquiries@genpro.org.nz or by mail to General Practice Owners Association, PO Box 106, Wellington 6140.

6 Commercial electronic messages

If you provide us with electronic contact details, you agree that we may send you commercial electronic messages (e.g. texts and emails) for any of the purposes set out in this privacy notice.

7 Changes to this privacy notice

We reserve the right to make changes to our privacy notice or alter our Websites or Membership Portal's functionality. Any changes made will be updated in this privacy notice accordingly, so we encourage you to review the policy for the latest information on our privacy practices.

8 Contact details

If you have any questions about our privacy notice, or any other matter, please feel free to contact us. You can reach us in one of the following ways:

Contact: Privacy Officer

Phone: 04 831 3389

Email: enquiries@genpro.org.nz

Mail: General Practice Owners Association, PO Box 106, Wellington 6140.

This privacy notice was last updated on 10 March 2026.