# Privacy notice

## [TEO name] privacy notice

This privacy notice lets you know how [TEO] will protect and manage all personal information we hold. This is a general notice that covers the privacy practices across [TEO], including at our premises and on our websites.

### Personal information

Personal information is any information that identifies a person. At [TEO], personal information we collect includes:

* name and contact details (eg, phone numbers, email address, home address)
* National Student Number (NSN)
* demographic information (eg, gender, ethnicity)
* education history
* job title and organisation
* residency status.

### Collecting your personal information

We collect your personal information to:

* verify your identity
* [analyse your learning experiences and progression through our courses]
* assess your eligibility to receive our services
* correspond with you
* ensure our organisation receives appropriate funding.

We generally collect this information directly from you.

You don’t have to provide any personal information to us but if you don’t, we may not be able to determine whether you’re eligible for our services.

Occasionally, we need to collect information about you from third parties because it is not practical to collect this information directly from you. These third parties are the Ministry of Education, Ministry of Social Development (StudyLink), and TEC. We collect this because we have a statutory function to make sure that you meet eligibility criteria.

#### Learner analytics

With your permission, we use the information from your enrolment application to help you succeed, improve your experience at [TEO] and complete your qualification. Information about you is analysed to identify areas where you may need additional support from us. Through data analysis, we may offer such support as referring you to student services, providing academic advice or regularly checking in to help you get the most out of your course. Our learner analytics programme follows strict ethical guidelines to ensure that we treat your data with care. The information we analyse includes your: previous education records, date of birth, next of kin, gender, ethnicity, addresses, passport, and birth or marriage certificates. If you keep allowing it, we will keep collecting information about you as you continue to study here (such as lesson attendance and academic results) and with each year’s enrolment application. You can opt out at any time.

### Sharing your personal information

We may share your personal information with StudyLink and the Ministry of Education to help them perform their functions relating to student allowances, student loans and administration.

We may disclose some of your personal information to the TEC so that, if you are eligible for fees-free tertiary education, you won't be charged inappropriately. The information we share includes:

* qualification codes
* course codes
* course start and end dates
* course equivalent full-time student (EFTS) factor
* if you withdraw, the date you withdrew
* the amount of fees-free funding you have consumed.

At all other times, we’ll only disclose your personal information if you allow us, or if we are required to by law.

### Looking after your personal information

We take all reasonable precautions to protect personal information we hold from misuse, loss, unauthorised access, modification or disclosure. We do this by having strong external and internal premises security, storing information in access-controlled systems, limiting staff interaction with data, ongoing auditing of our use of personal information, and providing training on the Privacy Act to all our staff.

[INCLUDE 2-3 SENTENCES ABOUT YOUR CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM OR WHEREVER YOU STORE STUDENT DATA – MENTION HOW LONG INFORMATION IS KEPT IN THE SYSTEM IF KNOWN].

### Accessing your personal information

You have the right to request access to any personal information we hold about you, and to ask for it to be corrected if you think that it is wrong. If you would like to request your information or seek corrections, please email us at [TEO email address e.g. for the Privacy Officer or equivalent].

### Privacy on our websites

We collect information about all visits to our websites, including the:

* IP address of the device being used
* type of browser being used, eg, Internet Explorer, Chrome, Firefox
* type of device, eg, PC, laptop, phone, tablet.

Our systems remove any information that might identify you and send the rest to Google Analytics [IF APPROPRIATE]. We then use Google Analytics to get information like:

* how many people are on our website
* what page was visited most in a given time period
* the location people are connecting from
* what types of devices are being used.

Find out more about [Google Analytics](https://support.google.com/analytics/#topic=3544906).

We use ’cookies’, which are record-keeping tokens that are stored on your device when you visit our website. The aggregate data from cookies is collected and stored on our internal servers, and only accessed by authorised staff. Cookies help us provide additional functionality to you and help us analyse site usage more accurately.

If you do not wish to receive cookies from [Your website/s], you can set your browser to refuse them or to warn you when you are about to receive one. Turning off cookies will not affect your ability to use this site.

### Contact us

If you have any questions about privacy at [TEO] and our management of your personal information, you can contact us:

**Email:**

**Post:**

If you're not satisfied with our response to any privacy-related concern you may have, you can contact the Privacy Commissioner.

**Email**: enquiries@privacy.org.nz

**Post**: Office of the Privacy Commissioner, PO Box 10094, Wellington 6143

**Phone**: 0800 803 909 (NZ only) or +64 4 474 7590