

**THINK  
NEW**



# Code of Conduct Te Tauākī Whanonga





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# Ngā Manapou – it's about how we do what we do

Our values and behaviours underpin our Code of Conduct.

We strive to create a culture at Education New Zealand Manapou ki te Ao (ENZ) where we value the beliefs and culture of all ENZ people. Our Manapou (our values) guide how we behave with each other and with our external partners and stakeholders.

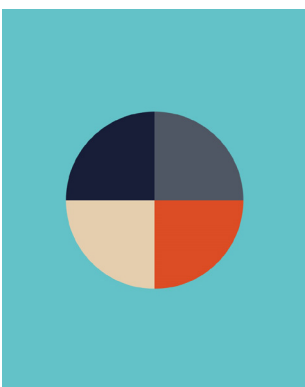
Ngā Manapou means sustaining growth and supporting progression, and it's woven into everything we do here at Manapou ki te Ao.



## Manaakitanga

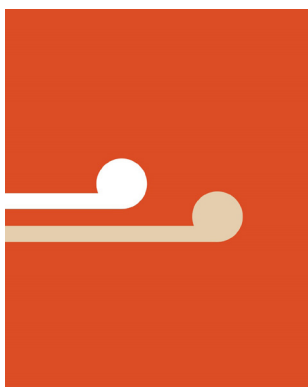
This is about respecting, sharing, hosting and being generous. It is a culture of responsibility and appreciation. Wholeheartedly looking after guests.

- We increase the mana of others with the way we work with others.
- We understand reciprocity in how we interact.
- We have a culture of leadership and responsibility.
- We partner with generosity and appreciation.



## Be One – Kotahitanga

- We interact positively with our colleagues to preserve and enhance our collective mana.
- We work collaboratively and constructively.
- We appreciate effective teamwork.



## Kaitiakitanga

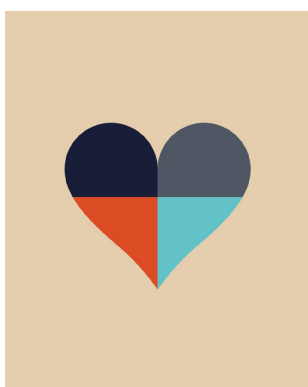
A kaitiaki (caretaker guardian and mentor/carer) looks after people, the environment and resources.

- We think about the responsibility and impact of our decisions.
- We focus on finding sustainable solutions.
- We recognise and treasure cultural diversity.



## Be Bold – Kia Māia

- We consult genuinely before making decisions.
- We constructively challenge what's gone before and shape what's coming.
- We develop powerful relationships with our stakeholders.



## Aroha – guides and underpins ALL the values

- We value the beliefs and culture of our people.
- We listen respectfully.
- We think and act constructively.







# Introduction – Kupu Arataki

## *Message from the Chief Executive*

Kia ora

Our success depends on the inspirational, passionate and innovative people who work for us. Our commitment to our people is in this Code of Conduct Te Tauāki Whanonga (the Code) and to supporting our people to do the right thing.

The Education New Zealand Manapou ki te Ao (ENZ) Code is underpinned by Ngā Manapou – the values and behaviours that guide how we work together.

The Code builds on the requirements and expectations set out in the Standards of Integrity and Conduct issued by the Public Service Commission. This describes the principles of conduct expected of us as public servants or contractors working for a crown agent.

Working for the New Zealand government is different to working for private enterprise. Our role as a Crown Agent is to enact the international education outcomes and services prioritised by the government for New Zealanders.

We give effect to government policy. In doing so, we are expected to provide impartial, objective and politically neutral advice. We must ensure that our personal interests and activities do not interfere with, or appear to interfere with, to serving the New Zealand government. This Code will help you to understand what's expected of you.

ENZ's Board and Chief Executive are committed to ensuring that ENZ is a good employer, treating employees and contractors fairly and with respect.

Our te reo Māori name, Manapou ki te Ao, means nourishing and empowering, and represents how New Zealand education enables students to flourish – creating the problem solvers the world needs. That's not possible without the passion and commitment of the people who make up our organisation.

The Code also supports ENZ's commitment to giving practical effect to the Crown's Te Tiriti o Waitangi (Te Tiriti) responsibilities in our work and giving effect to Te Tiriti obligations in the Education and Training Act 2020.

We take a wide and deliberate view of Te Tiriti to build understanding of what it means and how it can contribute to international education in practice.

We are all responsible for keeping our Code alive. I hope you will refer to this Code often to help you make the right decisions and contribute to ENZ being a great place to work.

If you are unsure when making a decision, please talk to your people leader before taking action.

Through our Manapou and high standards of behaviour, we can reinforce New Zealanders' trust in our work, our outcomes and our public service.

Thank you for the role you play in achieving our vision of transforming lives through international education.

# Who the Code is for and how we use it

## Who must follow the Code

This Code applies to all ENZ employees including permanent, temporary, casual employees, locally engaged employees or employees on overseas assignment. It also applies to all contractors working on ENZ business or premises.

The Code builds on the requirements and expectations set out in the Standards of Integrity and Conduct issued by the Public Service Commission. This describes the principles of conduct expected of us as public servants or contractors working in the public sector.

The Code should be read in conjunction with your employment agreement or contract. It forms part of the terms and conditions of your employment or contract.

Our policies and procedures build on the content within the Code and should be referred to for more detailed expectations and guidance.

This Code is subject to change when there are changes to related documentation or where changes impact on terms and conditions.





## Why the Code matters and how to use it

Doing the right thing matters. We want you to feel supported to make smart choices and have a great experience working for ENZ. This Code outlines what's expected of us and is the link between our Manapou (values) and our policies, procedures and guidelines.

The Code is not intended to be a definitive document which sets out every possible requirement and situation that could arise during employment.

If you are unsure if a decision or action that you are about to take is appropriate, ask yourself:

- Is this lawful?
- Is it consistent with government policy?
- Do I have the delegated authority to make this decision or take this action?
- Is it consistent with ENZ policies and procedures?
- What would this issue/action look like if it ends up in the public arena?
- Does it reflect loyalty to ENZ and/or could it damage ENZ's reputation on or offshore?
- Could the decision or action be misinterpreted by the public or a stakeholder? Could it affect confidence in ENZ or the public sector?
- Is it respectful to my kaimahi (colleagues)?
- How does this align with our Manapou and behaviours?

## Where to go for advice and guidance

You are not alone. ENZ has policies, procedures and guidance to help you follow our Code. You can ask for advice from:

- Your people leader – they are available in the first instance for advice and to answer questions
- People Culture and Capability (PCC) – will answer questions about your employment obligations, safety and wellbeing, workplace issues or raising concerns
- Government Relations – will provide guidance about anything related to the machinery of government, the Minister, Official Information Act requests
- Corporate – will answer questions relating to finance, information security and information management
- Marketing and Communications – will answer questions about media, social media and brand (including our visual assets such as photos and logos).

## How to raise concerns and report breaches

ENZ supports open communication. We encourage people to say what they mean, listen respectfully and act constructively.

If you become aware of a breach or possible breach of our Code, you have a responsibility to discuss this with your people leader. If you feel you cannot approach your people leader, discuss your concern with another people leader or the PCC team.

## Breaches of the Code and disciplinary action

If you do not meet the standards set out in ENZ's Code, you may be considered in breach. If your conduct is considered unacceptable by ENZ it is likely that disciplinary action will be taken. Any action taken will be conducted in a fair, impartial, consistent and prompt manner, in line with local legislation.

## People leader responsibilities

As a people leader, you have an important responsibility to set an example and act in a manner consistent with the Code, Ngā Manapou and the supporting behaviours. We expect you to:

- Act as a role model demonstrating behaviours in line with our Manapou
- Help our people understand the Code and our policies and comply with them at all times
- Identify issues or concerns with behaviour or performance early and address them
- Create a work environment where people are comfortable speaking up and are aware of the channels they can use
- Take seriously any concern raised that compromises the Code and take time to understand if the issue should be escalated. If so, escalate the matter as soon as possible and support any investigation subject to natural justice.
- Support our people to give practical effect to our Te Tiriti o Waitangi responsibilities in their work.



### Practical examples

**Q:** I've got a friend who is a journalist. I've let them know about a sensitive project I'm working on because I think the public have the right to know.

**A:** Sharing privileged information is not the same thing as transparency. Journalists have ways to get the information they require through official channels. The deliberate sharing of information is a serious breach of the Code of Conduct. As public servants, we have a duty to uphold high standards of integrity and conduct.

**Q:** Is it ok to challenge a new idea in a team meeting or workshop?

**A:** One of our Manapou (values) is Be Bold. What that means is that we encourage new ideas and genuine engagement and consultation. That does not ever mean being rude, disruptive or disrespectful to others. It is not ok to make someone feel stupid or uncomfortable.

## Te Tiriti o Waitangi responsibilities

We are committed to giving effect to the Crown's Te Tiriti o Waitangi (Te Tiriti) responsibilities as set out by the provisions:

- Kāwanatanga – honourable governance by Crown for mutual benefit.
- Tino Rangatiratanga – Māori self-determination/sovereignty.
- Ōritetanga – equity for Māori
- Wairuatanga – upholding of belief systems.

Our policies reflect [Ka Hikitia – Ka Hāpaitia](#) (Māori Education Strategy) and [Tau Mai Te Reo](#) (Māori Language in Education Strategy) frameworks and give effect to [Te Tiriti obligations in the Education and Training Act 2020](#). This honours Te Tiriti o Waitangi and supports Māori-Crown relationships.

We take a wide and deliberate view of Te Tiriti to build understanding of what it means within our organisation and how it can contribute to international education in practice.

What this means for us day-to-day:

- We are committed to embedding Te Tiriti across our structure, roles and functions to build a comprehensive understanding of what it means in our daily work.
- We expect our people to commit to understanding the key concepts of te ao Māori and using them to inform their mahi.
- We engage with Māori, iwi, hapū and Māori providers of education products and services.



### More information

[Discipline and Dismissal Policy](#)

[Protected Disclosures \(Protection of Whistleblowers\) Policy](#)





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# Working for Government

Education New Zealand Manapou ki te Ao (ENZ) is a Crown Agent with a dedicated focus on international education.

Our role as a Crown Agent is to work with others to deliver the international education outcomes and services prioritised by the government for New Zealanders.

We give effect to government policy, and as part of the wider public service, we uphold the purpose, principles and values of the public service when carrying out our functions.

As public servants, we must maintain the trust of ministers, Parliament and the people of New Zealand.

We also represent New Zealand internationally. The [NZ Inc offshore operations guide](#) provides information on operating internationally. Whilst Heads of Mission are responsible for good conduct at Post, you are employed by ENZ and are expected to comply with this Code.

Trust and confidence cannot be taken for granted. We need to work hard to build and maintain it.

## Remaining politically neutral

As a public servant or a contractor for a Crown Agent you are obliged to serve the government of the day and act to ensure that ENZ can uphold the confidence of the Minister and serve successive governments. This ensures ENZ can provide support for the government of New Zealand over the long term.

While you have the same rights of free speech and independence as other members of the public, you also have a duty not to compromise ENZ or the Minister by public criticism of, or comment on, government policy.

How we do this:

- If you find yourself in a situation where your personal views on an issue conflict with those of ENZ, and this may have an adverse effect on you or your work, you should discuss the circumstances immediately with your people leader.
- You must maintain in your non-working life the level of political neutrality that is appropriate to the responsibilities you have.
- Regardless of your personal views or beliefs, you must provide honest, impartial and objective advice to the Minister including the possible consequences of policies or proposals.
- If contacted directly by a Minister or Member of Parliament (or their representative) their request must be addressed in an impartial manner and in the same way that we would respond to a similar request from a member of the public.
- Members of Parliament are not entitled to different or preferential treatment by virtue of their position or political party to which they belong.
- Final decisions on policy are the prerogative of Ministers, and you may not withhold relevant information, seek to obstruct, or delay a decision, attempt to undermine or improperly influence government policy (for example, by the unauthorised release of official information).



# Public Service Commission Standards of Integrity and Conduct

ENZ's Code builds on the requirements and expectations set out in the Standards of Integrity and Conduct issued by the Public Service Commission Te Kawa Mataaho.

By maintaining the expectations set out in this Code, public servants enable the Public Service to maintain the trust and confidence of people in New Zealand.

## Communication with Ministers and Members of Parliament

You have the same rights of access to your political representatives as other members of the public.

However, given the requirement to remain politically neutral in your work, you should exercise care and judgement before making any such communications. As a general guide:

- You may communicate privately with any Minister or Member of Parliament about matters outside your official duties, but if you hold a senior position or work closely with Ministers you should exercise particular care
- Where a matter is raised directly with the responsible Minister, ENZ may be directed to provide a suitable response
- You are entitled to request information under the Official Information Act 1982 – you will receive the same information or level of detail in a response as would be given to any member of the public.

## Political participation

You need to ensure that your participation in political matters does not bring you into conflict, or the appearance of conflict, with your duty to act in a politically neutral manner. It is important to maintain ministerial and public confidence in the impartiality of advice given, and actions taken. Determining what is appropriate in any case will depend on the extent of your participation, the nature of the issue and the position you hold.

### Participation in public bodies or voluntary associations

You can stand for, or be appointed to, an office or position on a public or voluntary body.

You should first inform your people leader of your intentions, to ensure no conflict exists between your participation and your duties and responsibilities in ENZ.

Strong conflicts of interest are likely if you are appointed to a public body. Cabinet has determined that only special circumstances would justify appointing a public servant to a statutory board, other than as a representative of ENZ.

Where your people leader considers there would be a conflict of interest, arrangements need to be made to avoid or resolve the conflict. In some cases, this may mean you are requested not to stand for office, or to resign from a position already held.

**Keep your politics out of your job, and your job out of your politics.**

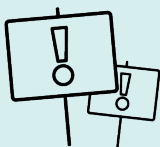


## Standing as a Member of Parliament

You may offer yourself as a candidate for Parliament in either a general election or a by-election. You must first advise your people leader to ensure any conflicts of interest are managed appropriately. You must also comply with the requirements of The Electoral Act 1993.

ENZ may place you on leave prior to nomination day because of a potential conflict of interest. If you are not elected, you may resume work the first working day after polling day.

If you are elected to Parliament you will be considered to have resigned from ENZ.



### Practical examples

Q: Can I attend a protest?

A: Yes, but not as a representative of ENZ. You should also consider the seniority of your role, nature of your role and the scope and scale of political activity.

# Working for Manapou ki te Ao

Education New Zealand's Māori name links to a pūrākau (Māori narrative) and tells a metaphorical story of the kākā's journey to Aotearoa, nourished by a fruit seed (Manapou). This metaphor is embedded in our brand, Ngā Manapou (our values) and how we work as an organisation.

Manapou ki te Ao describes how Aotearoa New Zealand education nourishes and empowers students and enables them to be the world's next generation of problem solvers.

## Your personal behaviour

Working for ENZ gives you the opportunity to raise awareness of New Zealand as a study destination and to engage with colleagues around the world. We believe every person plays an important role in ENZ's story, spirit and success.

ENZ has a right to be concerned when your private activities could reflect poorly on the reputation of ENZ or the Public Service. This may call your appropriateness for continued employment or contracting into question.

Whether private activities or personal behaviour constitute breaches of trust or misconduct will depend on the circumstances. Considerations include but are not limited to:

- Your position, duties and responsibilities
- The consequences of the activity on your ability to fulfil your duties and responsibilities
- The effects of the activity or its consequences on ENZ relationships with clients, Ministers or the general public
- Any legal framework and professional codes
- The likely public perception of the appropriateness of what you do and the media attention of the activity
- Implications of the behaviour on levels of public trust in the Public Service.

## Conflicts of interest – Ngā tauākī pānga

Conflicts of interest are very common. They may arise through a relationship, an activity, or strong personal views. For this reason, every employee and contractor must update and/or disclose any conflict of interests on an annual basis.

It is expected you will perform your work duties honestly and impartially and avoid any personal, financial, legal or professional situations which might compromise your integrity or otherwise lead to a conflict of interest.



It's important you declare any actual or potential interests that might pose a conflict with your responsibilities.

You need to always be aware of the perception of others. The public and the education sector must have no grounds upon which to question our impartiality in decision making and policy application.

You should also avoid any interest, role or undertaking that could directly or indirectly compromise the performance of your duties, or the standing of ENZ or the Public Service in its relationships with the public, stakeholders or Ministers.

## Acceptance of gifts, hospitality and koha

We all have the responsibility to demonstrate Kaitiakitanga – to be good stewards and carers of ENZ's reputation and its resources.

ENZ employees and contractors must not use their official position for personal gain. Where gifts are accepted from third parties, ENZ must be able to demonstrate that acceptance places no form of obligation on ENZ or creates a conflict of interest.

You must not solicit or accept gifts, benefits or hospitality which might compromise, or be seen to compromise, your integrity and the integrity of ENZ or the Public Service. This includes accepting anything that may be seen as an inducement that puts you under an obligation to a third party.

At the same time, we are a global organisation. There will be occasions where cultural traditions require an exchange of gifts or acts of hospitality. ENZ is committed to honouring such occasions. If you are faced with this situation, you should discuss with your people leader in advance, if possible.

Where offers or gifts are made, they should be reported to your people leader or the CE. If you accept a gift or hospitality, you should declare the gift to your people leader and [Register the gift](#).

Our [Business Entertainment Hospitality and Koha Policy](#) sets out ENZ's policy in more detail.

## Financial responsibilities

You have a duty to use resources efficiently, effectively and economically, keeping in mind that ENZ resources are publicly owned and funded by public money.

You must ensure that public funds and resources are used in an appropriate and prudent manner. Funds and resources are only to be used with appropriate delegations and appropriations.

The [People and Operations Delegations Framework](#) provides more information.

All expenditure must be able to withstand internal and external scrutiny. You must seek approval from your people leader before incurring any expenses. This must be within the people leader's budget authority and be authorised and approved according to relevant policies, procedures and guidelines.

All explanations for discretionary expenditure such as travel, entertainment, staff events or expenses must be documented.



## Media, public comment and personal use of social media

The public have a right to information about ENZ. Our policy is that all media enquiries are coordinated centrally to ensure consistency and an organisational wide approach. Only people who have delegated media authority may provide official comment or respond to media requests.

The Public Service Commission's Standards of Integrity and Conduct, political neutrality obligations, ENZ's [Media and Social Media Policy](#) and Code of Conduct apply to all media communications outside work as with other forms of communications.

### Official use of social media

Our [Media and Social Media Policy](#) sets out ENZ's guidance on official use of social media in detail.

### Personal use of social media

As public servants, there must be a clear separation between our professional work role and personal use of social media.

Our personal social media posts should not undermine the political neutrality of the Public Service. Maintaining political neutrality at work means separating personal political comments in any media, including on social media, from work life. For example, you must not link your personal political comments to your LinkedIn work profile.

Private comments can become public on social media, so it always pays to think before posting material online and to exercise good judgement when posting something. It is never a good idea to air workplace grievances online or be disrespectful of others when using social media.

If you are unsure about what is acceptable, please have a word with your people leader or direct queries to the Comms team.

For more information, see [Guidance for public servants' personal use of social media](#) (Public Service Commission Te Kawa Mataaho).

## Individual comment on public matters

You should ensure that any contribution to public debate or discussion on matters does not compromise the position you hold and is compatible with the need to maintain a politically neutral Public Service. If you hold a senior position or work closely with Ministers, you will need to exercise particular care.

In general, comments on matters of public policy would be regarded as unacceptable if they:

- Revealed advice given to the Minister
- Used or revealed any information gained in the course of official duties where this was not already known by, or readily available to, the general public
- Criticised, or offered alternatives to, a proposed or actual Ministerial policy or ENZ programme, or that of any other Minister or department with which the individual was professionally involved
- Purported to express or imply an ENZ view, rather than clearly expressing a personal view only
- Gave openly partisan support to, or criticism of, a political party
- Constituted a personal attack on a Minister, colleagues or other public servants
- Amounted to a criticism sufficiently strong and/or persistent to call into question the public servant's ability to impartially implement, administer, or advise upon a government policy.



### Practical examples

Q: I'm Chair of the Board of Trustees at my child's school. We don't have any international students. Do I need to declare this?

A: The basic rule is: if in doubt, declare it.

Q: What kind of information related to my work can I post on social media?

A: You can post, comment on or share any work which is not confidential or sensitive, and which is approved for public release. If in doubt, check with your people leader or Comms.

Q: Can I include my ENZ info in my social media bio?

A: That's up to you. If you identify yourself as a staff member of ENZ on your personal social media, you will indirectly represent ENZ in all interactions. You must ensure all your activity is consistent with our social media guidelines.

Q: What if I spot something on social media that could harm ENZ's reputation?

A: Let the Comms team know.



### More information

[Business Entertainment Hospitality and Koha Policy](#)

[Discipline and Dismissal Policy](#)

[Disclosure of Interest Policy and Declaration](#)

[Fraud Policy](#)

[Gifts and Hospitality from Third Parties Policy](#)

[Protected Disclosures Policy](#)

[People and Operations Delegations](#)

[Risk Management Policy](#)

[Media Policy](#)

[Social Media Policy](#)

# Looking after our people

People are at the heart of ENZ. Aroha underpins all our Manapou (values) – we strive to act constructively, listen respectfully, and value the beliefs and culture of all our people.

We treasure cultural diversity, focus on finding sustainable solutions and remain open to new perspectives and ideas.

ENZ's Board and leadership team are committed to ensuring that ENZ is a good employer. We comply with the principles of being a good employer as required by the Public Service Commission Te Kawa Mataaho.

We want our people to feel safe when they come to work and supported to do the right thing.

## Respecting others

We respect the rights of our kaimahi, the sector and our partners. Our people are expected to establish and maintain trusting and respectful relationships within ENZ and between ENZ and our stakeholders.

Our policies and procedures are based on legislation including the Human Rights Act 1993. The Act is aimed at giving all people equal opportunities and preventing unfair treatment based on irrelevant personal characteristics.

We have zero tolerance for bullying and harassment. Any breach of the Human Rights Act 1993 will be treated as serious misconduct.

Guided by Ngā Manapou we:

- Are respectful of other staff and their cultural backgrounds
- Treat others with respect and kindness – we interact positively
- Respect the privacy of individuals in dealing with personal information in line with the Privacy Act 2020
- Consider the safety of others in the use of ENZ property and resources.

## Safety and wellbeing

ENZ is committed to making sure our people have a safe and healthy working environment that supports physical and mental safety and wellbeing, meeting all our obligations under the Health and Safety at Work Act 2015.

We all share responsibility to make safety and wellbeing a daily priority. This includes identifying any hazards in the workplace that could cause or be a potential cause of harm. And it means reporting any incidents resulting in harm, or any that have the potential for injury (physical or mental) or other loss.



## Diversity and inclusiveness

When we demonstrate our value of Manaakitanga, we show care and respect for others. We strive for a work environment where we treat each other with dignity and respect.

We value diverse thinking, people and skills. We recognise that diversity allows us to be more innovative in the way we think and act, enhancing the quality of our advice and services.

We aim to reflect the diversity of New Zealand and the countries in which we are present. That's why we work actively to grow the diversity of our workforce and the inclusive nature of our workplace.

We are also committed to ensuring our people are paid fairly and work to close any gender, Māori, Pacific and ethnic pay gaps.

See: [Kia Toipoto Pay Gaps action plan](#)



### Practical examples

Q: I'm representing ENZ at an event and another individual's behaviour is making me feel unsafe. What do I do?

A: You should immediately alert a colleague at the event and notify your people leader.

Q: I'm concerned about my safety travelling internationally. How will I be supported?

A: ENZ provides access to medical and security support and emergency alerts 24/7 via the Healix Travel Oracle app. We expect our people to have GPS switched on to help keep them safe.



### More information

[Hazard and Risk Identification Management Policy](#)

[Kia Toipoto Pay Gaps action plan](#)

[Protected Disclosures \(Protection of Whistleblowers\) Policy](#)

[Safety and Wellbeing Policy](#)

[Workplace Anti-Harassment Policy](#)





# Protecting ENZ information

## Our information is an asset

### What it means

You must take proper care with the use, exchange, storage and release of any information (whether electronic or written) for which you are responsible. It should always remain secure and only be used for its intended purpose.

We are all expected to be aware of the relevant rules and legislation (Public Records Act, Official Information Act, Privacy Act etc).

We must notify the relevant person if there is inappropriate access or disclosure of information.

### Why it matters

Think of our ENZ information as taonga. It's our most significant asset and is often of a confidential or sensitive nature. People trust us with the information. It is a breach of trust to make use of information that you have learned through your work or to disclose such information without delegated authority.

On a day-to-day basis, it's one way we demonstrate our Manapou | values:

- Manaakitanga – we treat others with respect
- Kaitiakitanga – we are carers and guardians of people's information.

## Respecting personal information

ENZ collects, uses and stores personal information about employees, contractors, business partners, students and the sector.

We respect the privacy and confidentiality of this information by not disclosing it to anyone, internally or externally, except where we are legally permitted to do so.

We follow the Privacy Act 2020. We make sure that anything we store about a person is collected, secured, used and accessed appropriately. [Privacy Policy Information Management and Compliance guidelines](#). For more information contact our Privacy Officers via this email: [privacy@enz.govt.nz](mailto:privacy@enz.govt.nz)

## Generative Artificial Intelligence tools

Artificial Intelligence (AI) is a rapidly growing area of technology. Well-known GenAI tools include ChatGPT and Gemini.

ENZ needs to consider potential privacy and data risks before developing a policy to manage the approval of any GenAI within our organisation. Talk to ICT first before installing and / or using Gen AI apps as outlined in ENZ's [ICT Acceptable Use Policy](#)

In addition, you are expected to use the following guidance designed to inform decision making within a government agency.

[Digital.govt.nz guidance on the use of GenAI.](#)

Key points: we recommend you:

- Don't use GenAI for data classified at SENSITIVE or above
- Don't input or use any personal data in GenAI tool.
- Avoid inputting into GenAI tools any information that would be withheld under the Official Information Act
- Avoid using GenAI for business-critical information, systems, or public-facing channels.

## Release and use of official information

The disclosure of official information is subject to the requirements of the Official Information Act 1982 and the Privacy Act 2020. The following ENZ procedures for dealing with the release of information must be adhered to:

Official information should be released only if you are authorised to do so. In all other circumstances, information is to be used only for official purposes and treated as confidential to ENZ.

If authorised by ENZ to respond to requests made under the Official Information Act 1982 you should exercise proper care and discretion in the application of ENZ procedures.

If the release of politically sensitive material is required, you should ensure that the Minister is notified well in advance of any information release according to ENZ procedures.

## Intellectual property

### What it is

ENZ is a significant producer of information and intellectual property in the form of programs, resources and literature. Intellectual property constitutes a significant ENZ asset.

All work, products, and all inventions, improvements, discoveries, processes, programs and/or systems developed by you in the performance of your duties, while employed by ENZ become the property of ENZ. ENZ is entitled to any copyright in such product; inventions or ideas and you are required to cooperate with ENZ in respect of obtaining any patent or copyright.

Likewise, all work, products, and all inventions, improvements, discoveries, processes, programs and/or systems which are the property of ENZ clients remain the property of ENZ clients.

### Why it matters

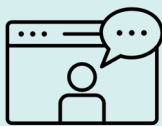
ENZ develops and protects its intellectual property, including New Zealand education brand assets. We seek registration of our trademarks and logos and enforce our rights when anyone misuses them.

Recognising and protecting our intellectual property is important to maintaining our reputation as the only New Zealand government agency with a dedicated focus on international education.

### How we do it

Where a resource, programme, literary piece or other work is produced by an ENZ employee or contractor in the course of employment, ENZ is the first owner of the copyright (Section 21(2) of the Copyright Act). Specific ownership agreements with employees or contractors may be varied depending on the nature of their relationship with ENZ. These will be agreed in writing with the CE.





### Practical examples

**Q:** I've seen a great app which is commonly used that would help with my work. Is it ok to install on my ENZ device?

**A:** Please first contact IT who will check the app in terms of security, costs, options and business need.

**Q:** A member of the public has asked me for details about an event ENZ has run eg how many people attended, the cost etc. What to do?

**A:** Do not provide the information. Pass the query to the General Manager Marketing and Communications.

**Q:** A colleague has had an operation. Someone in another team who knows them well has asked for their personal address details so they can send a card and flowers. Can I provide the information?

**A:** No. We need to respect the privacy of personal information by not disclosing address information.

**Q:** I've been asked by an external organisation if they can use ENZ logos and images found online. Is that ok?

**A:** No. Use only official brand assets available from the Brand Lab. Note: only government agencies are permitted to use the ENZ logo, because of the trademarked silver fern.



### More information

[ICT Acceptable Use Policy](#)

[Information and Records Management Policy](#)

[Information Management and Compliance guidelines](#)

[Privacy Policy](#)

[ENZ brand guidelines](#) - see our Brand Lab website

[FAQs | The ENZ Brand Lab](#)

[ENZ Digital Privacy Policy](#) - see our external websites









**Education New Zealand  
Manapou ki te Ao**

Level 5, 160 Lambton Quay  
Lambton House  
Wellington 6011

+64 4 472 0788  
[www.enz.govt.nz](http://www.enz.govt.nz)  
NZBN: 9429041901793

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New Zealand Government