



Privacy Policy

Manapou ki te Ao Education New Zealand (ENZ) is committed to making sure we comply with the Privacy Act 2020 wherever we are based.

The Act makes sure that anything we store about a person is collected, secured, used, accessed and disposed appropriately. ENZ collects, uses and stores personal information about our staff, business partners, students and the sector. We only collect the information necessary to provide our services.

Our approach is guided by Ngā Manapou (our values). When we think about our privacy responsibilities, that's about Kaitiakitanga – we are guardians of people's information and Manaakitanga – we treat others (and their information) with care and respect as we consider this to be taonga.

When we respect the privacy and confidentiality of information, we do not share it with anyone (internally or externally) except where we are legally permitted to do so, or we have prior permission. This includes provisions under Information Sharing Arrangements we have with other New Zealand government agencies or trusted third party providers.

ENZ takes information security seriously. Our systems, including the information you provide us by email, through our websites and by other methods is regularly monitored to ensure the information and systems are kept safe.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at privacy@enz.govt.nz.

What is the purpose of ENZ's Privacy Policy?

- The purpose is to outline ENZ's expectations, roles, and responsibilities relating to the prevention and/or response to a privacy breach in accordance with the Privacy Act 2020.
- Our policy is supported by our [Privacy Procedures Overview](#). For detailed information on preventive actions and how to respond to a breach or potential breach, we follow the Privacy Commissioner's [Privacy Breach Guidelines](#).
- For all related policies, procedures and resources see: the Knowledge Centre on Ipu and ENZ's website [Privacy Policy](#).

Who is covered?

- Katoa – everyone: our people, contractors, visitors, consultants, Board members and anyone hosted or otherwise engaged by ENZ.



- While this policy is based on New Zealand legislation the intent applies to **all** staff at ENZ. At times, other countries' legislation will also apply.
- Please note the scope of this policy does not cover the Manaaki New Zealand Scholarship Programme and ENZ's external facing digital assets as these have dedicated privacy policy specific to these services. Refer to Other related policies (below) for more information.

What information is covered?

Any information, in any format that we collect and store (including suppliers who collect and store data on our behalf). We collect personal information to:

- provide services (both internally and externally)
- improve our digital platforms, marketing material and strategies
- provide our website users with a better experience when using our digital platforms and when we provide them our services
- give our digital platform users a personalised user experience
- conduct research and other statistical and data analysis associated with our functions.

What are the key roles and responsibilities?

Everyone has a role to play in preventing or responding to a privacy breach.

Privacy Officer responsibilities

Our privacy officer responsibilities are shared by the General Manager Government Relations and the Director People Culture and Capability. We have a dedicated email inbox:

privacy@enz.govt.nz

Privacy officers:

- help ensure we comply with the Privacy Act 2020
- deal with any complaints about possible privacy breaches
- deal with requests for access to personal information, or correction of personal information in a timely manner
- act as our liaison with the Office of the Privacy Commissioner.

People leaders are responsible for:

- inducting new staff (including contractors) and ensuring they know what's expected of them
- maintaining staff member awareness of the importance of protecting and respecting personal information and preventing a privacy breach (this is likely to be role dependent)
- being aware of potential risk the work of contractors could create.

All ENZ staff are responsible for complying with the principles of the Privacy Act

All staff and contractors are responsible for:

- being privacy conscious and disclosing all relevant information as part of the pre-employment application process and providing ENZ with up-to-date contact information
- ensuring the privacy of other employees, clients, agents, contractors or any other person or entity that has dealings with ENZ is protected and is not breached
- immediately notifying ENZ's Privacy Officers of any involvement in or knowledge of any actual or potential interferences with or breaches of privacy rights
- complying with all other obligations set out in the Privacy Act 2020, this policy, the applicable employment agreement, the Code of Conduct, and any other relevant policies.

People Culture and Capability (PCC) team is responsible for:

- Be familiar with the privacy principles in the Privacy Act 2020.
- Support the education of new and existing staff members to ensure people are equipped to comply with the requirements of the Privacy Act 2020.
- Deal with requests for access to staff-related personal information, or correction of personal information.

Privacy Act 2020 Principles – summary

The Privacy Act 2020 sets out 13 privacy principles that every organisation dealing with personal information must follow. Failure to meet any of these principles is considered a privacy breach.

1. Only collect the personal information you need to carry out a function of your organisation.
2. Where possible, get it directly from the person it's about.
3. Tell the person what you're going to do with it.
4. Collect it legally and fairly.
5. Take care of it once you've got it and keep it secure.
6. Allow people to see their own information if they want to.
7. Correct it if it's wrong.
8. Make sure it's accurate, up to date and relevant before you use it.
9. Securely dispose of it when you no longer have a lawful reason to keep it.
10. Use it for the purpose you collected it.
11. Only share it for a lawful reason.
12. Only transfer it to an offshore entity that is subject to privacy laws with comparable safeguards to New Zealand's.
13. Only assign and use unique identifiers as permitted.

For the full text of the principles go to: [Privacy Act and Principles](#)

What is a privacy breach?

A privacy breach occurs when personal information is lost, stolen or accessed or modified without permission. Loss or misuse of personal information can cause people harm and damage an organisation's reputation.

Common examples include theft of documents or electronic devices, computer hacks, ransomware attacks, employee browsing, or emails being sent to the wrong person. Privacy breaches can also happen through workplace gossip.

If you identify or observe a privacy breach, you need to notify our Privacy Officers who will investigate and address the issue. If the breach has caused, or may cause, someone **serious** harm or significant reputational embarrassment our Privacy Officers may inform the Privacy Commissioner. 'Harm' can include:

- loss, damage or disadvantage
- loss of a benefit or right
- emotional harm, such as significant humiliation or loss of dignity.

Serious harm is defined in Section 113 of the Privacy Act 2020. See: Privacy Commissioner's [Privacy Breach Guidelines](#) for further information and examples.

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Other related policies

ENZ's [ENZ Digital Privacy Policy](#) aims to ensure (external) users of ENZ's websites understand what information or data we collect about them and what we do with their information.

There is a dedicated privacy policy for the Manaaki New Zealand Scholarship Programme [Privacy Policy | MANAAKI | Education New Zealand \(nzscholarships.govt.nz\)](#). This is a joint policy as the Manaaki website and systems collecting the data are owned by ENZ, while the data is owned and retained by the Ministry of Foreign Affairs and Trade.