

Competenz Privacy Notice

2025/2026

Competenz Privacy Notice

What is the scope of this Notice?

This Privacy Notice is the standard privacy notice of Competenz. All references to “we”, “us” or “our” in this Privacy Notice are references to Competenz.

We’ve included summaries of this Privacy Notice in *italics*. Those have been included to provide a short explanation but are not a part of this Privacy Notice.

Why is this notice issued by Competenz?

All personal information that you provide to Competenz will be held by Competenz in accordance with the Privacy Act 2020.

By providing your personal information, you consent to your information being shared within Competenz, in order to ensure that Competenz is able to perform the functions that it is established to perform and best serve all staff and learners.

What is the Purpose of this Notice?

We are committed to complying with the New Zealand Privacy Act 2020 (Privacy Act) and any other applicable laws when collecting, using or dealing with any of your personal information.

This Privacy Notice describes how we collect, hold, use, disclose and maintain your personal information. It also describes some of your rights in relation to your personal information.

This is the standard Privacy Notice of Competenz.

What is personal information?

Personal information is any information about an identifiable individual and so includes your name, date of birth or any information that identifies you as an individual.

Personal information is information about people.

How do we collect personal information?

We collect personal information in a variety of ways. We may collect personal information about you:

- whenever you interact with us, either in-person, through technology (for example, by email, phone or through our websites) or by other means (for example, postal mail)
- from others who are permitted or required to share your personal information
- from publicly available sources, such as social media
- whenever you choose to make personal information available to us, including where you authorise someone else to provide us with your personal information.

We collect personal information in different ways because people make personal information available in different ways.

How do we use personal information?

We need to collect personal information for various purposes to carry out our functions and activities as an educational and training institution. However, we will only use your personal information for legitimate reasons that are related to our functions and activities.

The purposes that we may use your personal information include:

- to help us understand your preferences and interests and assist you when you seek to enrol in any course or programme
- to communicate with you, your emergency contacts or anyone that you've designated to act on your behalf
- to provide you with support, guidance and assistance in relation to any of our activities, including pastoral care and for supporting and promoting equity and inclusion
- to send you information about programmes or industry information that may be of interest to you or relevant to your study
- to provide a more tailored and/or relevant service or experience to you including for our marketing and promotional activities
- for analysis (including automated analysis)
- for helping to determine your eligibility or proficiency for any enrolment (or continued enrolment) including to verify your qualifications, academic credentials, achievements, character or suitability
- for immigration and visa purposes, including your right to work or study
- for facilitating, arranging, undertaking or assessing any of our educational, teaching, training, workplace placement activities or other services
- for assigning and providing you with unique identifiers (such as a learner identification number) so that we may operate more efficiently
- for keeping in touch with you after you've finished any study or training with us and for arranging and undertaking events and other activities, including your participation in those, during or after your enrolment
- for assessing your performance and conduct in relation to any educational, training or workplace activity
- for our research and development purposes and for monitoring and evaluating performance
- for storage and safekeeping
- to investigate and address any complaint, grievance, concern, legal proceedings, any actual or suspected misconduct or breach of our policies or codes of conduct
- for compliance with any legal or contractual obligations including complying with any of our internal policies, including those related to record-keeping
- to comply with any direction or expectation of the New Zealand Government (or any of its agencies)
- In circumstances where we need to use your personal information for purposes other than those described (or directly related to the purposes described) we will only do that in accordance with applicable law.

We only use your personal information for legitimate reasons that are related to our functions and activities.

What personal information do we collect?

We may collect the following types of personal information about you:

- name, address, gender, date of birth, age
- contact details, such as your address, email address, phone number, forum usernames including details of your emergency contacts, family members or anyone who you've authorised to act on your behalf
- iwi
- country of residence, location, ethnicity, passport, visa, immigration status
- language proficiency, health and disability information
- national student number, educational records, academic records and assessment grades
- employment history and details, achievements, professional qualifications, credentials
- memberships and professional affiliations
- your interests, preferences, behaviours and aspirations
- your voice and image (including photographs, film or recordings)
- your interactions with us, our staff, equipment, premises or technology (such as our systems and websites)
- information about your conduct at other educational or training organisations
- criminal convictions, where those are relevant to work, study or training. For example, if the Children's Act 2014 (New Zealand) applies.
- medical records, where those are relevant to work, study or training.
- anything else that you choose to share with us or that you otherwise make available to us (for example, where you authorise someone else to provide us with personal information)

We might need to collect and ask you to provide a range of personal information about yourself. What we collect depends on the circumstances. However, any personal information that we collect is always for a legitimate reason that is related to our functions and activities. For example, we don't sell your personal information to others.

Websites and digital systems

When you interact with our websites or digital systems, we may also collect information about you through cookies and third party technologies such as Google Analytics. This may include:

- the IP or internet address of your device, server and browser and your operating system (for example, Windows or Mac) including the type of browser and screen resolution you use
- your location
- websites you visited before or after using our website, search terms, queries and information inputs/ outputs, the date, time and length of your visit including the pages you view, and links clicked
- any other behaviours or interactions that you have with our website or digital system

Other types of information

Circumstances may arise where we need to collect other types of personal information about you. Where that occurs, we will always do so in accordance with the law. We may also separately notify you of that or ask for your permission.

Like many other organisations, when you use our websites and digital technologies, those may automatically collect certain information about you or how you use those technologies. Sometimes these technologies can help us understand you better. That means that we can provide information that is more relevant to you and a better experience. However, we only ever use your personal information for legitimate reasons related to our functions and activities.

Who do we share personal information with?

- We will only share your personal information:
 - for the purpose that it was collected (or a purpose that is directly related to that)
 - for any other purpose that you have authorised
 - where we are permitted or required to do so by law.
- We may share personal information that we collect about you for the purposes described in this Privacy Notice with:
 - your emergency contacts or anyone that you've authorised to act on your behalf, medical providers, emergency services and law enforcement agencies
 - our staff and agents
 - our related organisations including our service providers that we have engaged to either provide a service or goods to us or make available a service/tool to you.
 - third party online advertisers (such as Google, Meta, TikTok and Snapchat).
 - other educational or training institutions, including institutions that you've previously attended
 - your employer or prospective employers
 - industry licensing and registration bodies
 - organisations that undertake moderation, accreditation or quality assurance activities
 - operators of Authorised Information Matching programmes and the New Zealand Birth register
 - iwi (if there is an affiliation)
 - organisations that arrange or host events which you participate or invite you to participate in, during or after your enrolment
 - agents that support learners through scholarships, payment of fees or other awards (if you are a recipient of one of these awards)
 - the New Zealand Government and its agencies including the Ministry of Education, Education New Zealand, the Tertiary Education Commission, the National Student Index, the Ministry of Foreign Affairs, Immigration New Zealand, the Ministry of Social Development, Work and Income, the Inland Revenue Department, the Ministry of Justice, the Ministry of Health, New Zealand Qualifications Authority, Career Services, the Education Review Office, Statistics New Zealand, New Zealand Police, the Accident Compensation Corporation, local government authorities and councils
 - anyone that you've authorised us to

Where we share your personal information with others, it may be collected, held, used, disclosed and maintained in accordance with their privacy practices. If we share your personal information with our service/goods providers, they may also need to share that information with:

- third parties (such as their service providers) that they rely upon to make the service/good available
- any acquirer/assignee where their business is acquired or reorganised
- where they are legally required to do so.

We will only share your personal information for the purpose that it was collected (or a purpose that is directly related to that), for purposes you have authorised and where we are permitted to do so by law.

How long do we store personal information

We only keep your personal information for as long as required. We will keep your personal information:

- until we no longer have a valid reason for keeping it
- for as long as required by law. For example, to meet our obligations under the Public Records Act 2005.

We only keep your personal information for as long as we have a good reason for keeping it.

How do we store personal information

We may store personal information that we collect:

- in digital or non-digital formats (for example, within physical filing systems)
- on our premises or outside of our premises
- either directly, with our related entities or through our service providers (including service providers that provide physical or digital data storage facilities)
- within or outside of New Zealand.

We and our service providers may store personal information physically (for example, in physical files), digitally (for example, on a computer) either in or outside New Zealand.

Disclosure of personal information outside of New Zealand

Where we make your personal information available to recipients located outside of New Zealand, you acknowledge and agree that they may not be required to protect your personal information in a way that, overall, provides comparable safeguards to those set out in the Privacy Act.

If your personal information is sent outside of New Zealand, other countries may not have comparable protections in their laws.

Security

We have in place reasonable security safeguards to protect your personal information from loss, unauthorised access, use, modification, disclosure or other misuse as required by the Act.

We have in place security measures to protect your personal information. However, as with any other organisation, there's always a risk that our systems could be compromised.

Your rights

The Competenz Privacy Officer is Raneer Richardson and can be contacted via Privacy@competenz.org.nz.

Under the Privacy Act, you may request access to and correction of your personal information held by us. You may make those requests to the Competenz Privacy Officer. If there is a reason under applicable law for us not to comply with your request, we will notify you in writing setting out the reasons for the refusal (except to the extent it would be unreasonable or unlawful to do so) and advise you of the mechanisms available to you to complain about our response. For more information about your rights or to make a complaint about our privacy practices, you may contact the Office of the Privacy Commissioner (New Zealand).

You have a right to request access to and correct your personal information if you think it is wrong.

If you don't provide your personal information

Where you choose not to make personal information available to us, that may mean:

- we aren't able to enrol you
- we aren't able to progress certain matters further with you
- it affects how we would otherwise engage with you
- we aren't able to make available certain services or features to you
- it affects your experience with us. For example, it may be less tailored or relevant
- delays and/or inefficiencies arise.

Where you don't make personal information available to us, that might mean that you aren't able to enrol or your experience is not as good or that we aren't able to progress certain matters.

Where we receive information about others from you

If you provide us with personal information about someone else, you must ensure that you are authorised to disclose that information to us, so that, without us taking any further steps required by data protection or privacy laws, we may collect, use and disclose such information for the purposes that it is provided. This means that you must take reasonable steps to ensure the individual concerned is aware of and/or consents to the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to obtain access to that information, our identity, and how to contact us.

If you provide us with personal information about somebody else, please make sure they're happy for us to receive and use it in accordance with this Privacy Notice first.

Updates to this Privacy Notice

We reserve the right to update this Privacy Notice from time to time. Any change that we make applies from the date that the updated Privacy Policy is posted on our website.

We can update this Privacy Notice by posting changes on our website.

Contact us

If you have any questions, concerns, or requests regarding your personal information or this Privacy Notice, you can contact the Competenz Privacy Officer:

Ranee Richardson

Email: Privacy@competenz.org.nz

You may also contact the Office of the Privacy Commissioner (New Zealand) for further guidance on your privacy rights.

For general enquiries about Competenz, our address is:

2nd Floor, EMA Building

145 Khyber Pass Road, Grafton, Auckland 1023

We help Kiwi industry grow skills, careers and businesses.

For more information
competenz.org.nz/contact-us