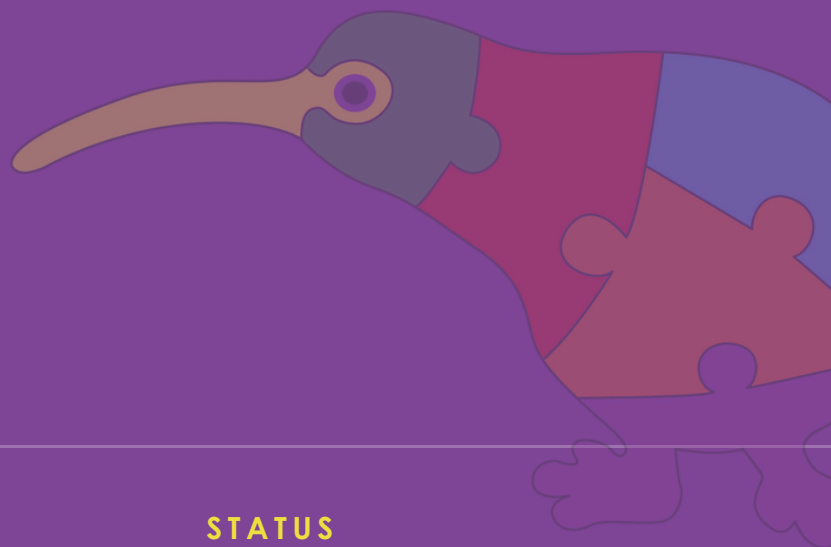




# TLFNZ Privacy Policy.

This document details our General Privacy Policy, our Privacy Statement for TLFNZ Member Profile Survey, and Privacy Statement for TLFNZ Toy Library Member Experience Survey: (full and short-form)



**DOCUMENT**

Policy

**PREPARED BY**

Staff

**STATUS**

Board approved

**APPROVAL DATE**

April 2026

**REVIEW DATE**

April 2027

# General privacy policy

Toy Library Federation of New Zealand Incorporated (TLFNZ). We respect your privacy and are committed to protecting your personal information as per the Privacy Act 2020.

## WHAT INFORMATION WE COLLECT

We may collect personal information when you:

- submit a form on our website
- contact us directly
- choose to receive updates or get involved
- automated collection (e.g., IP addresses, browser types, or cookies).

This may include:

your name and contact details (if you choose to provide them)

You can choose not to provide personal information. Some questions are optional.

## HOW WE USE YOUR INFORMATION

We use your information to:

- respond to enquiries or requests
- understand and improve Toy Library experiences
- support Toy Libraries across Aotearoa
- report on and advocate for the impact of Toy Libraries

We will only use your information for the purpose for which it was collected.

## WHO WE SHARE INFORMATION WITH

- We may share your contact details with your local Toy Library if they are better placed to help you
- TLFNZ staff and authorised representatives may access information for the purposes above
- We may use AI-assisted tools to help us respond to enquiries or manage information.
- We do not sell personal information or share it with third parties for marketing. We will not disclose personal information to any other party except as described in this policy or as required by our legal obligations under the Privacy Act 2020.

We will not disclose personal information to any other agency or to any person unless in accordance with our legal obligations under the Privacy Act 2020.

## HOW WE STORE YOUR INFORMATION

We store information securely using trusted third-party systems (such as Google Forms and Google Drive). Because these are global services, your information may be stored or processed on servers located outside of New Zealand. We choose providers with strong privacy and security reputations, and their terms of service include data protection commitments. Access is limited to authorised TLFNZ representatives.

## HOW LONG WE KEEP INFORMATION

Identifiable data is retained only as long as needed for reporting and comparison over time. Where possible, older data is converted to aggregated, non-identifiable form and raw data removed.

## PRIVACY BREACHES

If a privacy breach occurs that we believe has caused (or is likely to cause) serious harm, we will notify the affected individuals and the Office of the Privacy Commissioner as soon as possible, in accordance with our legal obligations.

## YOUR RIGHTS

Under the Privacy Act 2020, you have the right to access and correct any personal information we hold about you. To make a request, contact us at: [office@toylibrary.co.nz](mailto:office@toylibrary.co.nz)

## Privacy Statement for TLFNZ Member Profile Survey

Please read carefully before completing this survey. Participation is voluntary. You can stop at any time.

**What we collect** This survey collects information about your toy library: how it operates, who it serves, and the support it needs. Some questions ask for contact details.

**Why we collect it** Your responses help TLFNZ understand the needs of toy libraries across Aotearoa, plan support and resources, and advocate for the sector. Responses may be combined with others and used in non-identifiable form for reporting and funding applications.

**Who will see it** Survey responses are accessible to TLFNZ staff and authorised representatives. We do not sell personal information or share it with third parties for marketing purposes.

**How we store it** Information is stored securely using trusted third-party systems (such as Google Drive) and accessed only by authorised TLFNZ representatives.

**How we analyse it** We may use AI-assisted tools to help us identify patterns and themes across survey responses. Data is used in non-identifiable form.

**Your rights Under the Privacy Act 2020** You have the right to access and correct any personal information TLFNZ holds about you. Contact us at [office@toylibrary.co.nz](mailto:office@toylibrary.co.nz).

## Privacy Statement for TLFNZ Toy Library Member Experience Survey (short)

This survey is managed by TLFNZ on behalf of our member Toy Libraries.

Your responses are used by your Toy Library and, in combined (non-identifiable) form, by TLFNZ to improve support and advocate for toy libraries. We may use AI-assisted tools to help identify patterns across responses.

You can choose not to answer questions. We do not collect personal information unless you choose to provide your email.

Responses are stored securely and access is limited to authorised TLFNZ representatives.

Read our full survey privacy policy → [\[link to this: Privacy Statement for TLFNZ Toy Library Member Experience Survey: Full.\]](#)

# Privacy Statement for TLFNZ Toy Library Member Experience Survey (full)

**Before you begin:** This survey is hosted by the Toy Library Federation of New Zealand Incorporated (TLFNZ), a registered charity supporting toy libraries across Aotearoa.

**What we collect:** This survey collects your responses to questions about your toy library experience. At the end of the survey, you may choose to share your name and email address if you are happy for TLFNZ to contact you occasionally. Providing contact details is optional and does not affect your survey responses.

**Why we collect it and how we use it:** Your responses help your local toy library improve experiences for whānau and tamariki, and help TLFNZ understand the collective impact of toy libraries across Aotearoa. Responses are not shared in a way that identifies you. We use combined (aggregated) information for reporting, funding applications, and advocacy. We may use AI-assisted tools to help identify patterns and themes across responses. Data is used in non-identifiable form. We do not sell personal information or share it with third parties for marketing purposes.

**Who will see it:** Your responses are accessible to TLFNZ staff, Board, and your local toy library committee. Responses are generally viewed in aggregated form, and care is taken not to identify individuals when sharing or reporting results. You will not be individually identifiable unless you choose to share your contact details and give permission to be contacted.

**How your data is stored:** Responses are stored securely using trusted third-party tools (such as Google Forms) and accessed only by authorised TLFNZ representatives.

**How long we keep it:** Survey data is retained only as long as needed for reporting and comparison over time. Where possible, older data is converted to aggregated, non-identifiable form and raw data removed.

**If you choose to be contacted:** Any contact will be infrequent and straightforward, for example an occasional short follow-up survey or an invitation to share your whānau | family story. You can withdraw your permission at any time by emailing [office@toylibrary.co.nz](mailto:office@toylibrary.co.nz).

**Your rights:** Under the Privacy Act 2020, you have the right to access and correct any personal information TLFNZ holds about you. To make a request, contact us at [office@toylibrary.co.nz](mailto:office@toylibrary.co.nz).

**Questions?** Contact us at [office@toylibrary.co.nz](mailto:office@toylibrary.co.nz).

For more detail on how we manage personal information, see our General Privacy Policy [[link to website](#)]