

Privacy, Security & Data Protection at Kindo

How Kindo keeps your information safe

About this overview

Schools and families trust Kindo with information every day, from student information and contact details to payments and orders.

This overview explains how we look after that information and the safeguards we have in place. It is intended as an easy-read summary that sits across our [Privacy Policy](#), [AI Addendum](#) and [Subprocessor Statement](#), which are available on our [website](#).

Kindo has been independently certified by Safer Technology 4 Schools (ST4S), the body NZ and Australian education authorities use to assess ed-tech vendors against agreed privacy, safety and security standards. The ST4S certification carries significant weight and reflects the depth of the internal privacy, security and data-handling processes Kindo has in place.

How your school shares information with us

As an Account Holder (parent or caregiver), you create your own Kindo account when your school sends you an email invitation. To make signing up easier, your school provides us with some basic information from their student management system (SMS). This means that when you create your account, your student can be linked to you directly with the correct room number and student ID. The information your school provides is:

- Caregiver: name, email and phone number.
- Student: name, room number, student ID and some group or team membership (where applicable).

Schools describe this kind of arrangement in their own privacy notice or enrolment information, and the sharing itself is consistent with Information Privacy Principle 3A of the Privacy Act 2020, which covers situations where personal information is collected indirectly.

The information we look after

Once an account is set up, the information we hold depends on how you use Kindo, this can include:

- **Account Holder details.** The name, email and phone number your school provided us, or that you added when you signed up, your delivery address (when you've provided this to us), plus your account password (stored as a one-way hash, never in readable form).
- **Member details.** The name, room number, student ID and some group or team memberships (where applicable) provided through your school's SMS or, if there is no SMS integration, the room number you add yourself. If you are using food services you may input allergens so that orders can be cross checked against these.
- **Order and payment information.** The items you've ordered, the amounts charged and refunded, answers to questions, and a non-sensitive reference for any saved payment method. We don't store credit card information.
- **Technical information.** IP address and device information is collected automatically when you use our website or app. These are used for security and to keep services running smoothly.

Where your information lives

Kindo runs on Amazon Web Services (AWS), one of the world's most trusted cloud providers. Your data is hosted in Australia which means it stays close to home and is protected by the same infrastructure used by major banks, governments and healthcare providers.

How we protect it

Encrypted, always. Information moving between your device and Kindo is encrypted using industry-standard TLS, the same technology that secures online banking. Information stored in our systems is encrypted at rest using AES-256.

Only the right people can see it. Access to personal information is tightly controlled. Our staff only get access to what they need to do their job, nothing more. All staff access requires multi-factor authentication, and accounts are removed promptly when someone leaves.

We watch our systems carefully. Kindo's systems are continuously monitored for unusual activity. We run regular vulnerability scans and apply security updates promptly.

Payments are handled by specialists. Card payments are processed securely by Stripe, our PCI-DSS compliant payment provider. Kindo never sees or stores your full card number.

We back things up. Your data is backed up automatically every day and encrypted. Backups are designed to be resilient and can be restored to a different cloud region if needed, so that in the unlikely event something goes wrong we can get the service back up and running.

If something does go wrong

No system is perfect, and we plan for that. Kindo has a written breach response plan. If a privacy breach occurs that could cause serious harm, we'll notify the affected people and the Office of the Privacy Commissioner, as required under Part 6 of the Privacy Act 2020.

The companies we work with

To deliver Kindo, we use trusted third-party providers for services such as payment processing and hosting. Every provider we use is required to meet privacy and security standards comparable to our own. We list them in our Subprocessor Statement so you can see exactly who they are, where they're based and what they do.

AI tools in Kindo

Kindo uses AI-powered tools to help you find your way around the service and get answers to common questions.

These are limited to helping with navigation and support - AI is never used to make decisions about you, your child, your payments or your account.

Customer data is not used to train our AI tools or those of our vendors, and our AI providers are contractually restricted from doing so.

When information goes overseas

Some of our providers operate from outside New Zealand. When that happens, we make sure your information is protected by safeguards that are comparable to the Privacy Act 2020, as required by Information Privacy Principle 12.

How long we keep your information

When you close your Kindo account, our approach is to remove or anonymise your personal information from our active systems once it is no longer needed. Some details are kept for longer where required under law such as financial records for tax purposes, or anything required to resolve outstanding refunds, disputes or regulatory queries.

Information may also remain briefly in encrypted backups until they age out as part of our normal disaster-recovery cycle. Anything that is no longer needed for an operational or legal purpose is deleted or anonymised.

How we use your information

Kindo isn't an advertising platform. We're here to help your school run services like payments, activities and lunch ordering. We don't sell your details or share them with advertisers. From time to time, we may let you know about services your school offers through Kindo - for example when lunch ordering opens or it's time to top up.

Your rights over your information

Under the New Zealand Privacy Act 2020 you have two key rights over the personal information we hold about you:

- The right to ask for a copy of your information.
- The right to ask us to correct anything that's wrong.

For information about a student, your school is usually the best first point of contact since they're the source of that information

Safer Technologies 4 Schools (ST4S) is a service that assesses the safety of digital products and services used by Australian & New Zealand schools.

The ST4S badge helps school leaders and educators easily identify suppliers who have been assessed through the ST4S program. This gives schools peace of mind that simple, easy to understand privacy and security information is available about the product.

Kindo has successfully qualified to be part of the Safer Technologies 4 Schools (ST4S) Product Badge Program in 2024.



How you can keep your account safe

Security works best when we look after it together. Here are simple things you can do to help keep your Kindo account, and your child's information, safe:

- **Use a strong password.** Choose a strong, unique password for Kindo, and don't reuse a password from another website.
- **Keep your login to yourself.** Your Kindo login is just for you. Sharing it, even with family or school staff, means we can't tell who is using the account.
- **Watch out for suspicious messages.** If you get an email or text asking you to log in or share account details, take a moment to check it's really from us.
- **Keep your device up to date.** Make sure your phone, tablet or computer has a screen lock and is running up-to-date software..
- **Tell us if something looks off.** If you think someone else has accessed your account, or you spot anything unusual, contact us straight away at helpdesk@kindo.co.nz.

Who looks after this

Kindo has appointed a Privacy Officer in accordance with the Privacy Act 2020. If you have any questions about how we handle your information, or you'd like to make a request about your own information, you can contact:

The Privacy Officer

privacy@kindo.co.nz

We aim to respond to all privacy enquiries within 20 working days.

