

Policy Title

UUNZ Privacy Policy

Audience and scope

This UUNZ Privacy Policy applies to “UUNZ Institute of Business” (“we” or “us”). We are committed to protecting your privacy and handling your personal information in an open and transparent way.

Document management

Policy Number	GP29V3	Approval by	UUNZ Governance Board
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Category	UUNZ Governance		
Policy owner	UUNZ Institute of Business		

History

Version	Effective date
1	12 July 2018
2	28 February 2019
3	01 August 2025
4	12 March 2026

Purpose

This Policy explains how we collect, handle, store and protect personal information when:

- We provide education services to our students; or
- We perform any other activities that form part of the operation of our business.

References

Privacy Act 2020

Policy

Privacy statement

We collect personal information from you when you enquire about or enrol on a UUNZ course, including information about your:

- name
- contact information
- passport and visa status

We collect your personal information in order to enable us to deliver education services and to perform any other activities that form part of the operation of our business.

Besides our staff, we share this information with partner institutions, third-party service providers, government agencies and regulatory bodies to provide services you have requested and to comply with our legal obligations as a Private Training Establishment.

If you choose not to provide the personal information required for enrolment, we'll be unable to provide the education services.

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@uunz.ac.nz, +64 9 915 3390 or UUNZ Institute of Business Level 6, UUNZ Tower, Grafton Auckland 1010, New Zealand.

What personal information do we collect?

We collect personal information directly through your enrolment application to enable us to deliver education services.

The types of personal information we collect include, but are not limited to:

- Contact details (First name and surname);
- Dates of birth;
- Gender;
- Email address;
- Mobile number;
- Government identifiers such as driving licence, passport and visa/work permit status.

How do we use your personal information?

We use your personal information for the following reasons:

- a) To complete your registration with UUNZ Institute of Business for provision of education services to you.
- b) To administer and deliver your programme(s), including tracking attendance, addressing academic related issues, making arrangements for adjustments to studies and/or special considerations, appeals and complaints.
- c) To communicate with you regarding assessment results and qualification where needed and as appropriate.
- d) To provide you with post-results services such as enquiries against results and appeals and soliciting feedback from you about our programmes.
- e) To send you information regarding the course or programme for which you are registered (or which you have registered interest in).
- f) To manage any account(s) such as Moodle where you have registered with us so that: (i) we can provide you with the relevant products and services; (ii) you can access relevant course materials; and (iii) we can fulfil our services and communicate with you about them.
- g) To verify your identity.
- h) To carry out research to better understand your requirements on the relevant products and services.
- i) To send you any marketing materials including information about our qualifications, upcoming programmes, and courses.
- j) To investigate any potential misconduct, mishandling, or non-compliance in the delivery of all qualifications, programmes or education services provided.

International Data Transfers (for English courses)

UUNZ will only share personal information with our overseas partner institutions at your request and with your permission.

International Data Transfers (for WSET courses)

As a WSET APP (Approved Programme Provider), UUNZ is required to pass personal information regarding candidates and transfer this to WSET in a location outside New Zealand.

Where your personal information is transferred, stored, and/ or otherwise processed outside New Zealand in a country that does not offer an equivalent standard of protection to New Zealand, we will take all reasonable steps necessary to ensure that the recipient implements appropriate safeguards designed to protect your personal information. For instance, we may use cloud providers to store personal information who have servers in the US and are signed up to the Privacy Shield.

If you have any questions about the transfer of your personal information, please contact the WSET Data Protection Officer at dpc@wsetglobal.com or WSET at governance@wsetglobal.com.

Are there any other ways we use your personal information?

We may use personal information to comply with regulations in our capacity as a private tertiary education provider in New Zealand – see the following section – or to deliver services that you select through the enrolment process and that are delivered by third-party providers, e.g. medical and travel insurance providers or homestay accommodation providers.

When will we disclose your personal information?

We may be required to disclose personal information to law enforcement, regulatory or government agencies, or to other third parties:

- To comply with legal or regulatory obligations or requests, such as under the New Zealand Qualifications Framework (NZQF);
- To provide additional services you select through the enrolment process; or
- Where there is a legal or professional right or duty to disclose.

We will never disclose or sell your personal information to third parties for advertising purposes, or for any other purpose without your authorization.

How do we protect your information?

We hold personal information in hard copy and electronic formats. We use a range of physical, operational and technological security measures to protect this information. These measures include:

- Staff education and training to ensure our staff are aware of their privacy obligations when handling your personal information;
- Administrative and technical controls to restrict access to personal information to only those people who need access;
- Technological security measures, including fire walls, encryption and anti-virus software;
- Physical security measures, such as staff security passes to access the UUNZ Tower premises, and a passcode-secured data storage room that is only made accessible when appropriate to authorized personnel.

How can you access your personal information, or seek to have it corrected?

You may access your personal information or seek to have that information corrected if you believe that it is incorrect, at any time.

If you wish to make any changes to your personal information, you may contact us by emailing uunz@uunz.ac.nz. It is our responsibility to ensure the information we hold about you is accurate.

How long do we hold your personal information and records?

We will not hold your personal information for longer than is necessary for the purposes described in this policy other than to comply with regulatory obligations such as the New Zealand Qualifications Authority (NZQA) PTE enrolment and academic records rules.

Breach notification

If you think there is a breach of privacy involving your personal information, we will comply with any legal obligations in the Privacy Act 2020.

Who can you contact if you have further questions or if you wish to make a complaint?

If you have any questions or concerns regarding your privacy, or if you would like to make a complaint, please contact our Privacy Officer by emailing privacy@uunz.ac.nz.

We take all privacy complaints seriously. We will acknowledge the receipt of a complaint and will work with you to resolve it. If you feel that we have not resolved your complaint satisfactorily, you can make a formal complaint with the Privacy Commissioner.

Where can I find out more about my privacy rights?

For further information about privacy and the protection of privacy, visit the Privacy Commissioner's website at www.privacy.org.nz.

What is our process for making changes to this Privacy Policy?

We may modify or amend this policy from time to time. To let you know when we make changes to this policy, we will amend the revision date at the top of this page. The new modified or amended policy will apply from that revision date. Therefore, we encourage you to periodically review this policy to be informed about how we are protecting your information.

What laws apply to us?

We take our obligations under the Privacy Act 2020 and other applicable data protection laws seriously.

When handling personal information, we will comply with the New Zealand Privacy Act 2020 (as amended from time to time) (the Privacy Act).

Related policies

UUNZ Data Management Overview
UUNZ Records Retention Policy