

Online Services Privacy Policy

Contents

1. Online Services Privacy Statement
2. Why we collect personal information
3. What information does the Award collect and why?
4. Does the Duke of Edinburgh's Award disclose information that it collects from these sites to other parties?
5. Use of Cookies and why
6. Opting out of receiving promotional and Award information
7. Access and correction of your personal information
8. Security
9. Children
10. External Links
11. Future Policy

1. Online Services Privacy Statement

The Award considers the privacy and protection of the personal information held for its participants, leaders, supporters and staff of the upmost importance.

You can be assured every step is taken to ensure that our websites are secure so that your confidentiality is maintained. The Award adheres to the provisions of the Privacy Act 1993 (the **Act**), which controls how we collect, use, disclose, store and give access to 'personal information'. Personal information is information about an identifiable individual, as defined by the Act.

This statement explains the details of our privacy practices, including what information we collect about people using our website (including mobile versions of the site and mobile applications) and other online services, how the information will be used or disclosed, and rights with respect to our collection and use of personal data. For additional information about your relationship with the Award please email privacyofficer@dofehillary.org.nz . By using our online services, you are accepting the practices described in this Privacy Statement.

2. Why we collect personal information

There are two types of information you provide us with when using our online services: personal information provided when completing personal information fields, and information collected by us as you interact with our services. We do not collect your email address unless you freely provide this to us. We collect your personal information because it helps us to support our Licenced

Organisations, the Award Units and Accredited Award Providers and participants in undertaking their programmes. It enables us to give access to our online services and support mechanisms. In addition, personal information helps to develop and improve the way the Award operates and supports its network.

3. What Information does the Award collect and why?

The information is used to provide you with the service you have registered for or to answer an enquiry. This information will be used for the purposes outlined at the time of collection. You may be asked to provide the following information:

- Website: Name, address and contact details to enable us to fulfil the order(s) for goods and services requested;
- The Award: To use the Online Record Book System offered by the Award you will need to provide personal information including, but not limited to, personal details, contact details (including a valid email address) and, for young people, detailed information about your award programme and activities. Providing this information saves you time and allows for easier use of our services. If you are registering online you will fill out a registration form, choose a password (which can be changed) your email address will be your username, and this cannot be changed. The system saves your information. The next time you access all you need to do is enter your username and password and the system looks up the information it needs to help you. We keep records of your activity on the system; this is so we know how you use the system making it a more effective tool for you. Information on ethnicity, disability and personal circumstances are collected and used anonymously for statistical purposes by the Award, and used locally to help meet your personal needs;
- Keeping in touch: The Award e-newsletters and other operational emails contain timely updates and useful programme information, all participants, Award Leaders, Managers, coordinators, Assessor, and Stakeholders receive those appropriate to their roles;
- Promotional offers from partners: intermittently we have promotional opportunities, specially negotiated offers, free prize draws and privilege discounts from our partners. Please let us know if you do not want to receive promotional opportunities from our partners. You can also use the 'unsubscribe' function at the bottom of emails sent by us;
- Online surveys: If you want to participate in any of our online surveys you may be asked to provide personal information. The nature of the information may vary depending upon the type of survey, but it is likely to include contact information and demographic information. We will use this information to determine which products and services are likely to be of interest to you and to improve our service to you;
- Competition information: If you enter any of our competitions online you will be asked to provide personal information. The nature of the information may vary depending on the competition, but it will include contact information. We will use this information to inform our

competition winners. We may publicise the winners, but will not give enough information to personally identify you to anyone else without explicit permission;

- Applications for financial support: The Award provides access to funds for participant support. These requests are submitted by and the need evaluated by the Unit Award leader. The nature of the information supplied is the participant name, the Award unit and value requested.
- If you are unhappy with your experience with any part of the Award or wish to provide feedback on our services or programmes you may do so using our Complaints, Feedback and Enquiries procedure found on the Award website. You may be asked to provide contact information and details of the incident. You will need to authorise us to share this information with the parties involved to act on your feedback.

4. Does the Duke of Edinburgh's Award disclose information that it collects from these sites to other parties?

The Award does not provide any information collected from the Award website or from the Online Record Book that personally identifies you to any other company or organisation without your authorisation, unless we believe disclosure is one of the purpose for which the information was obtained or directly relates to the purpose for which it was obtained, or is necessary to prevent or lessen a serious threat to your life or health or that of another individual, or otherwise in accordance with the Act.

Data collected on the online registration system is shared with the relevant Licensed Organisation and Award Unit, as a necessity to enable young people to complete their Award programme and achieve their Award and for Award Leaders to manage our programme effectively. Participant personal information is never shared with other participants.

5. Use of cookies

The Award websites and online services use 'cookies' and other technologies to help us understand our services, where our visitors are going, and how much time they spend there. Cookies and similar technologies are used to see if our online advertising is bringing people to our resources and services, online training and downloads. Cookies and other technologies are to study traffic patterns on our website and enable the Award to study the effectiveness of our participant and network communications. Cookies are used to customise your experience and provide greater convenience each time you interact with our services.

If you prefer not to enable cookies, you can disable them on your PC and laptop. Please note that certain features of the website and the Online Record Book may not be available once cookies are disabled.

We gather certain information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, date/time stamp and clickstream data. We use this information, which does not

identify individual users, to analyse trends, to administer the site, to track movements around the sites and to gather statistical information about our user base.

In some of our email messages we use a "click-through URL" linked to content on the Award website. When a customer clicks one of these URLs, they pass through our web server before arriving at the destination web page. We track this click-through data to help us determine interest topics and measure the effectiveness of our communications. If you prefer not to be tracked simply avoid clicking text or graphic links in the email or website.

6. Opting-out of receiving promotional and Award information

If you do not opt-out of receiving promotional information from our partners or you are not currently using the Online record Book but later decide that you do not wish to receive future communications of this nature then you should send an email message to info@dofehillary.org.nz with the subject 'Unsubscribe Direct Marketing and promotional offers from partners'. Remember though that all programme emails and information is compulsory for all participants undertaking their Award programme and for all Award Leaders, Manager and Co-ordinators running the Award programme. This is to ensure everyone is getting consistent information at the same time.

7. Access and correction of your personal information

You have a right to know about the personal information that the Award holds about you and to receive a copy of that information provided upon request. You also have a right to correct, amend or delete the information that the Award holds about you if it is incorrect. If you wish to do this and you are not currently using on line registration, please contact us on info@dofehillary.org.nz and the changes will be made. Within the Online Record Book you can view these details at any time by signing in with your personal username and password. Please note that there are some exceptions to your right to gain access to your information, including (but not limited to) where:

- providing access would have an unreasonable impact upon the privacy of other individuals; or
- the request for access frivolous or vexatious; or
- providing access would be unlawful.

8. Security

We take all reasonable safeguards to keep all your personal information as secure as is possible. In addition to a rigorously enforced data handling policy, all our staff members are made aware of their obligations to keep the information for authorised use only. It is recognised no technology is fail-safe, but we have made every reasonable effort to keep our systems up to date with the relevant protocols.

9. Children

The Award programme is open to 14 to 24-year-olds. Young people are able to start the programme in the school year you turn 14 to start the programme with their peers. The Award does not knowingly solicit information from any child under the age of 13. Should a child whom we know to

be under 13 send personal information to us, we will use that information only to respond directly to that child to inform him or her that we must have parental consent before receiving his or her personal information. The Award requires all under 18s to obtain parental consent on registration forms or before they register in the Online Record Book before the Award Leader can approve the registration.

10. External links

The Award’s online services provide links to various websites that we do not control as well as to websites of our sponsors. When you click on one of these links, you will be transferred out of our websites and connected to the website of the organisation or company that you have selected. Even if an affiliation exists between our websites and a third-party website, we exercise no control over linked sites and are not responsible for the privacy practices of other organisations and their websites. Each of these linked sites maintains its own independent privacy and data collection policies and procedures. If you visit a website that is linked to our site, you should consult that site’s privacy policy before providing any personal information. This Privacy Statement applies solely to the information gathered by the Award.

11. Future policy

We may need to update or modify this privacy statement at any time, and modifications are effective upon being posted on the Award websites and on the Online Record Book. You are responsible for reviewing this privacy statement to ensure that you are aware of any changes to it. Your continued use of the Award websites and the Online record Book constitutes acceptance of any updated or modified privacy statement.

12. Contacting the Award

If you have any questions about this Privacy Statement, the privacy practices of the Award or, if you want to exercise any of the rights that you are given under this Privacy Statement you can contact the Award Privacy Officer on Email: privacyoffier@dofehillary.org.nz Or post: PO Box 38189, Wellington Mail Centre, Lower Hutt 5045

Every reasonable effort has been made to ensure that the information provided through our online services is accurate at the time of publication or use, visitors to the website or users of our online services rely on any information do so at their own risk. The Award does not warrant its accuracy and disclaims any liability to any third party anywhere in the world for any injury, damage, loss or inconvenience arising because of any use of or the inability to use any information on the Award website or in using the Award online services fully permitted at law.

Policy Name:	ONLINE SERVICES PRIVACY POLICY
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Related Policies:	