

# Look Education New Zealand (LENZ) Privacy Policy

## Who we are

We understand the needs of international students and what good education LOOKs like!

Look Education New Zealand (LENZ) is a global organisation that assists individuals to study abroad, find part time work while studying and provides international student consultancy to education providers. LENZ stands for Look Education New Zealand and operates in New Zealand and in many countries under the Look Education trading name. This requires us to collect personal information from you. “We”, “us” and “our” refers to LENZ and its subsidiary Look Education companies.

We will endeavour to respond to you within a 48hours turnaround time.

LENZ is committed to meeting your expectations and will comply with all applicable privacy and data protection legislation in relation to your personal information and sensitive information.

- We will only collect what we need to help you with your request or provide you with information that you ask for, personalising it to your interests
- You decide what and how you hear from us
- We won't keep your information if we don't need it, or if you don't want us to keep it, we will delete it
- We want you to understand everything we do with your information, so we will best explain everything clearly
- We do not pass your information on to other parties without your knowledge

## Updates to this Policy

This version of the policy was published 02/2019. The policy may be updated from time to time.

*The rest of this policy provides you with more detail of our privacy and personal information handling practices.*

## International Education Services

**Purpose:** To represent key Education Providers around the world and recruit students who see the courses that we offer beneficial to their career aspirations

The services we offer to help you study abroad include counselling, application assistance, student visa assistance and employment opportunities while you study.

If you enquire about study opportunities directly with an LENZ counsellor, or we assist you with your application to study, we may also request additional information such as education qualifications, any current and past employment history, areas of study interest, copies of documents as proof of identity – e.g. copies of passport, proof of citizenship or photographs, marital status and how you will fund your studies. We may also request sensitive information about you such as racial or ethnic origin (from information on your country of origin), and/or your health or medical information.

Collecting your personal information allows us to:

- assist you to pursue the right education provider outside your home country;
- provide you with right information on your study options;
- present you as a candidate to your preferred education providers across all the education sectors LENZ works with which are seeking to recruit international students who want to study in New Zealand;
- provide opportunities to interview for part time employment opportunities while you study;
- conduct research for statistical, analytical and training purposes and;
- respond to your questions effectively

### Additional services by LENZ include:

Health Insurance for your duration of stay in New Zealand ( a requirement in New Zealand), accommodation arrangements(through certain education providers), a 24/7 emergency helpline, referral to guardianship services, visa application services (standard Immigration New Zealand visa cost applies).

If you purchase a “[New Student Package](#)” service we may collect personal information such as your name, date of birth, and financial information, and sensitive information such as your health or medical information. We will also collect payment information, however LENZ will not store information like the credit card details.

Collection of your personal information and sensitive information (such as your health or medical information) allows us to:

- provide the health insurance provider nominated by you with all relevant information;
- facilitate your accommodation arrangements with third party providers;
- contact the relevant organisations, authorities or other third parties in relation to your overseas application;
- respond to your query and/or direct your query when you contact the LENZ 24/7 Helpline
- contact New Zealand education providers or other organisations on your behalf to facilitate visits etc;
- arrange or provide other products and services to you.

### Visa application services for New Zealand visas

We provide visa application services for New Zealand visas including guiding you through the application process and helping you prepare the necessary documents for your nominated visa application. Standard Immigration New Zealand visa cost applies.

## Future Contact

We would like to stay in touch for as long as you would like to hear from us, but we will only retain your information as long as is necessary for the purpose it was given to us.

As a guide we will keep your personal information for up to 5 years after commencing your studies or your last activity with us so that we can continue to support you through your journey.

## In your dealings with us for LENZ events

LENZ organises various events globally related to international education. The information we collect is relevant to your attendance and participation.

In registering for, or participating in, an event we collect your personal details such as name, postal and email addresses, date of birth, contact details, residency status, education qualifications, employment history, occupation, areas of interest and professional memberships.

Collection of your personal information allows us to:

- register you to attend the event;
- respond to enquiries from you pre and post the event;
- keep you informed about the event you registered for and/or future events

## International education market research

Occasionally we conduct market research to obtain feedback from customers, potential customers and other stakeholders.

The information collected in a research context may be used to improve services, develop new products or services, gauge customer satisfaction, understand decision making behaviours, or to test reaction to products, services or communications.

If you have an existing relationship with LENZ we may contact you via email to invite you to participate in our research. If you are not a customer, you

may also be invited to participate in research via social media or similar channels.

### How we collect personal information

We will only collect personal information by lawful and fair means. Personal information may be collected directly from you or your authorised representative, or may be collected from a third party such as a licensee or representative authorised by us to provide services to you. You may supply your personal information to us when communicating with us via social networks and other online channels.

We do not collect personal and sensitive information unless the information is reasonably necessary for our business functions or activities. We will obtain your consent before collecting any sensitive information.

When you deal with us, you will need to identify yourself in order for us to provide our services to you, as such we do not accept the use of pseudonyms.

If you access our website [www.lenz.ac.nz](http://www.lenz.ac.nz), we may collect additional personal information about you in the form of your IP address and/or domain name.

### The way in which we use and disclose personal information

We will use or disclose your personal information only for the purposes for which it was collected. We will use or disclose your information for another purpose only if you have consented, or if you would reasonably expect us to do so or as required by law.

### Disclosure to others

We may disclose your personal information to overseas recipients such as education providers located outside your home country, overseas visa agencies, when you have sought our assistance to apply for study at those providers or where disclosure is required for verification purposes. As such, the location of these overseas recipients would depend on the specific education providers to which you apply or where such verification is required.

## The steps we take to protect and keep secure the personal information we hold

We take reasonable technical and organisational measures to protect the personal information we hold against interference, loss, unauthorised access, use, modification or disclosure, and other misuse.

However, you should be aware that if you submit information to us electronically the internet is not a secure environment. We take reasonable steps to provide a secure channel for receiving information but cannot absolutely protect personal information before it reaches us.

## Retention

When the personal information that we collect is no longer required, we will destroy, delete it in a secure manner, or ensure that the information is de-identified, unless we are required by law to retain a copy of the personal information.

## Your rights

You have the right to seek access to any of your personal information held by us unless there is a valid reason under the Privacy Act or Data Protection Act for us to withhold the information.

Valid reasons include:

We have reason to suspect that unlawful activity or misconduct of a serious nature has been engaged in and giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or

Giving access would reveal evaluative information generated within us in connection with a commercially sensitive process.

If your personal details change, or you believe the information we hold about you is incorrect, incomplete or out-of-date, please contact us so that we can correct our records.

## Right to erasure

At your request, we will remove all the data we have for you which we are not required legally to retain.

### Right to restrict processing

You have the right to restrict processing when you have exercised one of the above rights and it may take some time to process that request. For example: when you contact us to update your details you have the right to request restriction until your details are being updated.

### Right to withdraw consent

For the processing activities where we have asked you for consent, you have the right to withdraw this consent at any point by unsubscribing from a message from us, or by contacting [info@lenz.ac.nz](mailto:info@lenz.ac.nz).

### Right to object

You can object to the processing of your personal data.

### Right to not be subject to automated decisions and profiling

None of our processing activities are purely automated and no decisions are made without human intervention. There are instances where we process data to analyse or predict behaviour but we will ask you for explicit consent when this processing will involve your personal data.

### Right to data portability

If you have provided us with your personal data with consent or under the contact obligations, you have the right to request the data you have provided to us in a machine-readable format should you decide to move to another data controller.

### Making a request

Requests for access or correction to your personal information or other privacy rights described above should be addressed to CEO by emailing [info@lenz.ac.nz](mailto:info@lenz.ac.nz). All requests will be responded to in writing within a reasonable period of time. As part of this process we will verify the identity of the individual requesting the information prior to providing access.

## Making a complaint if you are unhappy about how we have dealt with or are dealing with your personal information

We have procedures in place to deal with your enquiries or complaints.

If you have any questions about our policy or any complaint regarding the treatment of your privacy by us, please contact [info@lenz.ac.nz](mailto:info@lenz.ac.nz)

I have read and understand the private policy of Look Education New Zealand (LENZ) and its subsidiary Look Education companies

**SIGNED by Student**

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\_\_\_\_\_ Signed

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Name/Date

**SIGNED by LENZ STAFF**

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Name/Date