



## New Zealand Privacy Policy

### Scope

Kaplan International NZ Limited and its related entities referred to in the 'Relevant entities covered by this Privacy Policy' section below ("**Kaplan**") appreciate that privacy is important to you. Kaplan is committed to handling personal information in accordance with the New Zealand *Privacy Act 2020* ("**Privacy Act**").

This Privacy Policy applies to the collection, use, disclosure, storage and other handling of personal information by Kaplan in New Zealand.

In this policy, "we", "our" and "us" refers to Kaplan and "you" refers to any person about whom we collect personal information.

### Purpose

The purpose of this policy is to explain to individuals why and how Kaplan handles personal information.

### Policy Statement

Kaplan will handle personal information only in accordance with this Privacy Policy and the Privacy Act.

This Privacy Policy is consistent with Kaplan's rights and obligations under the Privacy Act.

### Definitions

**Personal information** Information about an identifiable individual and may include (without limitation) names, addresses, Inland Revenue Department (IRD), National Student Number (NSN) phone numbers, email addresses, date of birth, gender, citizenship, educational history and results, work history, emergency contact details, details of parents or guardians, visa information, immigration status, funding information and credit card details. Other examples of personal information are included throughout this policy.

### Policy Principles

#### What information does Kaplan collect about you?

##### *Students and clients*

When you make an enquiry about studying with Kaplan, apply to enrol with Kaplan, apply to study a course or program that Kaplan will teach on behalf of one of Kaplan's university partners, make an application or enter into a contract with us related to accommodation or engage with us in other ways described in this Privacy Policy, Kaplan will collect personal information about you.

We may collect personal information which is necessary for particular products or services you request from us (for example, when you register for testing or training with Kaplan).

We will collect personal information during the course of dealing with you, for example, as you progress through a course or program of study and in connection with any welfare issue, dispute, grievance, complaint or other issue (if any) that may arise.



At the commencement of your study with us, we may request a photo of you to assist our staff to identify you during your studies (this is primarily for English language students). If you attend our premises, our security (CCTV) cameras may capture photos or video of you.

We may collect other personal information about you which is considered sensitive information (for example, information about your racial or ethnic origin; information which may disclose your racial or ethnic origin (such as your proficiency in languages other than English); information about your health or a disability where this is relevant to accommodating your needs; and information that may disclose your membership of a professional or industry association (such as when assessing your eligibility for course credit or exemption)).

Collection of your personal information may be required by law for the purpose of reporting to government agencies for planning, evaluative, administrative and funding or levy purposes. Personal information which may be required by law to be collected includes government related identifiers, such as your IRD number, National Student Number, visa details and passport number. Where appropriate, further information about these purposes will be provided to you at the time of collection.

Collection of your personal information may also be required to assess your entitlement to, and administer any entitlement to, financial assistance under programs for supporting students.

We generally collect personal information directly from you. We may also collect personal information about you from third parties, for example:

- from schools and other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes;
- from your employer or sponsor if your course or program of study is being supported by them or incorporated into your employment or work;
- from education agents;
- from other educational institutions and organisations that work with us recruiting potential students into our courses and programs of study;
- from other educational institutions and organisations that work in affiliation or partnership with us to provide, promote, accredit or recognise your course or program of study. For example, if you enrol with one of our university partners to study a course or program that is taught by Kaplan on behalf of that partner, we will receive personal information from them about you to enable us to teach and administer the course or program;
- from professional associations of which you are a member or seeking membership; or
- where we are retained by third parties to assist them with auditing and compliance programs (such as auditing and compliance programs conducted for financial planners).

We may also collect personal information about you from other 'Kaplan' entities in our group (including in Australia, the United Kingdom, the United States and other countries).

We may also collect personal information about you directly, from third parties or from other 'Kaplan' entities in our group for the purpose of direct marketing of our services. The use of your personal information for direct marketing purposes is discussed below.

Where it is lawful to do so, we may monitor and record your communications with us (including email and telephone) for security, dispute resolution and welfare purposes.

### ***Other individuals***

Kaplan may collect personal information about individuals who are not students or clients of Kaplan. This includes, for example, individuals who are named as an emergency contact for an individual, enquiring about products or services offered by Kaplan or dealing with Kaplan on a commercial basis (such as a supplier, contractor or education agent). Kaplan will collect personal information about you, which may include your name, position, address, date of birth, gender, contact details (including your phone number and email address), licence or registration numbers, NZBN, bank details and other information relevant to the capacity in which you are dealing with Kaplan.



### ***Visitors to our website***

People can generally visit Kaplan websites without revealing who they are or providing any personal information. Kaplan will not collect any personal information about visitors to Kaplan websites, except when such visitors take steps to provide personal information to us (for example, by logging in to the website or when submitting an enquiry with your contact details). Information provided through Kaplan websites will be handled in accordance with this Privacy Policy.

If you provide us with personal information through Kaplan websites, we may log your usage of Kaplan sites to assist us to make Kaplan websites more accessible and valuable to our students and clients.

Kaplan websites use cookies. A 'cookie' is a small text file stored on your computer which assists in managing customised settings of the website and delivering content. Kaplan websites use first party and third party cookies together to serve advertisements based on your visits to the website and third party websites. Kaplan uses third party services (including Google Analytics) to undertake demographic analysis of visitors to our website and to display advertisements on third-party websites. You can use the settings in your browser to control how your browser deals with cookies. You can control the settings and/or opt out of display advertisements using Google's Ad Settings.

The internet is not always a secure method of transmitting information. Whilst Kaplan takes reasonable steps to ensure that information it receives is maintained securely, it cannot ensure that communications conducted via the internet will be secure.

### **Can you deal with Kaplan anonymously?**

You have the option of not identifying yourself, or using a pseudonym, when dealing with Kaplan (for example, when making an enquiry). However, it is generally not practicable or lawful for Kaplan to deal with you anonymously or pseudonymously on an ongoing basis (for example, if you wish to enrol in and complete a course or program of study). If we do not collect personal information about you, we may be unable to provide you with the services you have asked us to provide.

### **How does Kaplan hold personal information about you?**

Kaplan holds personal information about you in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the original paper-based documents either securely stored or destroyed).

Personal information held in paper-based form is generally stored at Kaplan's premises in Auckland, New Zealand or Sydney, New South Wales. Kaplan may also archive some of its records at external storage facilities in New Zealand or Australia. Kaplan uses physical security and other measures with the objective of ensuring that personal information is protected from misuse, interference and loss; and from unauthorised access, use, modification and disclosure.

Personal information held in electronic form is generally held on servers in New Zealand and Australia, but some information may be held on servers overseas (for example, in the United Kingdom). To the extent Kaplan engages third parties to host or manage these servers, it has in place appropriate contractual arrangements regarding data security. Kaplan uses physical security, password protection and other measures with the objective of ensuring that personal information stored in electronic form is protected from misuse, interference and loss; and from unauthorised access, use, modification and disclosure.

### **Why does Kaplan collect and hold your personal information?**

#### ***Students and clients***

Kaplan collects and holds your personal information for the purpose of providing you with the products, services or information you have requested from Kaplan and to manage and administer the products and services we provide. Your information may be held by Kaplan after you have ceased to be a student or client to satisfy legal or regulatory record-keeping obligations or, for example, to enable Kaplan to confirm or verify your participation in or completion of a course or program.



### ***Other individuals***

Kaplan collects personal information about individuals who are not students or clients of Kaplan for the purpose for which the information was provided (for example, to respond to an enquiry or administer or manage a commercial arrangement between Kaplan and the individual or an entity that the individual represents).

### **How does Kaplan use and disclose my personal information?**

Kaplan may use your personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

Generally, we will only use or disclose your personal information as follows:

- To provide the products, services or information you have requested from Kaplan, including for the purposes of enrolling you, assessing your progress, tracking your attendance, providing pastoral care (if applicable), issuing your results, and providing certificates of completion and testamurs, for your course(s) and program(s) of study. We may also disclose your information to third parties where they have been retained by Kaplan to assist us with functions such as the recruitment of students, providing student support services (including student satisfaction surveys), providing overseas student health cover to students (if applicable), promoting or recognising Kaplan qualifications, providing homestay accommodation for students (if applicable), the administration of contracts or undertaking auditing or compliance programs for us.
- To register you for, and administer, events, promotions or competitions.
- To verify to third parties who make enquiries of us as to whether individuals have completed a course or program of study at Kaplan (for example, where a potential employer is verifying a qualification or claimed qualification or you are enrolling in another school or educational institution or your course or program of study is being supported by your employer or sponsor or undertaken in conjunction with your current employment or work or where a professional association of which you are a member, or seeking membership, is verifying a qualification or claimed qualification).
- If applicable, to comply with Kaplan's obligations under the Education (Pastoral Care of International Students) Code of Practice 2016 (including as amended in 2019).
- To comply with our legal and regulatory obligations, including disclosure and reporting to government agencies for planning, evaluative, administrative, funding and levy purposes. This may include disclosure and reporting (to the extent applicable):
  - to government agencies for administering entitlements to financial assistance under government programs for supporting students (where applicable);
  - to government agencies with responsibility for administering and regulating education and training providers in New Zealand such as the New Zealand Qualifications Authority (NZQA), the Tertiary Education Commission (TEC) and the New Zealand Ministry of Education, including for the purposes of administering the education system, developing policy advice for government and conducting statistical analysis and research;
  - to government agencies with responsibility for administering immigration and student visa arrangements, such as Immigration New Zealand, including disclosure of suspected breaches of student visa conditions and statistical information requested in relation to agent immigration performance;
  - in connection with the National Student Index, which is managed by the New Zealand Ministry of Education and generally involves Kaplan disclosing your name, date of birth and residency information;
  - to Statistics New Zealand for the purpose of integrating data with data collected by other government agencies, which is used for the production of official statistics, to inform policy advice to government and for research purposes; and
  - if applicable, to the New Zealand Police, Department of Justice, Ministry of Social Development, or the Accident Compensation Corporation (ACC).
- To organisations conducting student surveys and to researchers for the purposes of facilitating statistics and research relating to education (including surveys), for understanding how the education services market operates for policy, workforce planning and consumer information, and for



administering education services including program administration, regulation, monitoring and evaluation.

- To relevant peak bodies, such as English New Zealand and Universities New Zealand, who may represent and assist us dealing with government agencies and other third parties. This may involve us providing copies of reports, statistics and other documents that may contain your personal information.
- To assist us to make Kaplan sites, services and products more accessible and valuable to our students and clients.
- To keep your parent(s) and/or guardian(s) and education agent informed of your attendance, progress and general well-being, if you are under 18 years of age.
- To perform various administrative or management functions including administering billing and debt recovery; training of staff and contractors and managing their work performance and career progression; quality assurance and evaluation; maintenance and testing of information technology systems; obtaining advice from consultants and professional advisers; and management of legal liabilities and claims (including liaising with legal representatives and insurers).
- Where it is necessary to perform our contract with you.
- To other companies that perform certain services on our behalf. These services may include processing payments, providing customer service and marketing assistance, performing business and sales analysis and supporting our website and IT functionality. These service providers may be supplied with or have access to your personal information solely for the purpose of providing these services to us or on our behalf.
- To our university partners, if we have a contract with them relating to your programme of study, including (if applicable) inputting your enrolment and other details into the relevant university's learning management system (LMS) and advising them of your results.
- To your employer or sponsor if your course or program of study is being supported by them or incorporated into your employment or work.
- To any education agent used to arrange your application or study with us.
- To other 'Kaplan' entities in our group as part of our global sales and recruitment activities and offshore enrolment processes (if applicable), regular reporting activities on company performance, in the context of a business reorganisation or group restructuring exercise or for system maintenance support and hosting of data.
- To market or promote Kaplan, its activities or your achievements, including sharing (on social media accounts and websites of Kaplan and other 'Kaplan' entities in our group, and with education agents) testimonials, images or videos of you in connection with your studies, activities (including social gatherings) or achievements at Kaplan.

## **Will your personal information be used for direct marketing?**

Kaplan will use and disclose your personal information for direct marketing, including keeping you informed of products and services and new developments we consider may be of interest to you. You may request that you not receive direct marketing communications at any time by contacting the Kaplan Privacy Officer at [privacy@kaplan.edu.au](mailto:privacy@kaplan.edu.au) or + 61 2 9908 0230.

If we have collected personal information about you from third parties, we will only use that information for direct marketing purposes with your consent (unless an exception applies). If we use your personal information in this way, we will give you the opportunity in each direct marketing communication to request not to receive further direct marketing communications.

## **Will your personal information be disclosed to overseas recipients?**

Kaplan is likely to disclose personal information to overseas recipients.

Unless we have your consent, or an exception under the Privacy Act applies, we will only disclose your personal information to overseas recipients where we believe on reasonable grounds that the overseas recipient is subject to privacy laws or contractual obligations that, overall, provide comparable safeguards to those in the Privacy Act.



The entities referred to as 'Kaplan' in this Privacy Policy are subsidiaries of Kaplan, Inc. Kaplan, Inc., its subsidiaries and affiliates have operations in North America, the United Kingdom, Europe, Middle East, Africa, China, Hong Kong SAR, North East Asia, South East Asia, Singapore, Australia and New Zealand. In circumstances where your information is disclosed to overseas recipients, those recipients are likely to be located in the countries or regions in which Kaplan operates.

Kaplan may disclose personal information to overseas recipients such as Kaplan, Inc., its subsidiaries and affiliates for purposes that include direct marketing. Those entities may use your personal information to keep you informed of their products and services.

Kaplan may disclose personal information to personnel or contractors located overseas to provide information technology, student support and administrative services.

## **How can you access or seek correction of your personal information?**

Generally, if you are a student or client and have a simple enquiry about your personal information (such as confirming your current contact details, requesting a copy of your enrolment or academic records or confirming results from your course or program) please contact the Kaplan school, college or educational institution with whom you are enrolled or studying. If you are enrolled with one of our university partners, you may also wish to contact them directly to obtain details of your enrolment, records or results.

You are entitled to, upon request, receive confirmation of whether Kaplan holds any personal information about you and access such personal information. To request such confirmation / access to your personal information, please contact the Kaplan Privacy Officer using the contact details set out below. In limited circumstances, access to your personal information may be declined in accordance with the Privacy Act.

Kaplan endeavours to keep your personal information accurate, up-to-date and complete. You can assist us with this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your details change. However, if you consider any personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

You will not be charged for making a request to access or correct your personal information, but you may be charged a reasonable amount for Kaplan to comply with your request.

If you wish to have your personal information removed from our records, you may request that your personal information be deleted or destroyed. It will not always be possible to comply with your request to delete or destroy your personal information (for example, records of a course or program of study you have undertaken must be retained by Kaplan for the period(s) that are specified by applicable legislative and regulatory requirements and while you are enrolled or studying with Kaplan we must hold information about you to enable us to provide and administer your course or program of study and to comply with applicable laws).

We may refuse your request to access, correct or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our decision and, in the case of request for correction, we will include a statement with your personal information about the requested correction.

## **What should you do if you have a complaint about the handling of your personal information?**

If you have any questions or concerns about this Privacy Policy or how your personal information has been handled by Kaplan, you may contact your Kaplan school, college or education institution at any time.

If you have contacted us and your question or concern has not been able to be resolved to your satisfaction, you may make a complaint to the Kaplan Privacy Officer using the contact details set out below.

We will consider and respond to your complaint within a reasonable period. If you are not satisfied with our response to a complaint, or you consider that Kaplan may have breached the Privacy Act, you are entitled to make a complaint to the Office of the New Zealand Privacy Commissioner.

The Office of the New Zealand Privacy Commissioner can be contacted by telephone on 0800 803 909. Full contact details for the Office of the New Zealand Privacy Commissioner can be found online at



<https://www.privacy.org.nz/>

## How are changes to this Privacy Policy made?

Kaplan may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit this website regularly to keep up to date with any changes. By continuing to access our website or use our services you will be deemed to agree to any updates to this Privacy Policy.

## Contacting Kaplan

The contact details for Kaplan are:

**Kaplan Privacy Officer** Kaplan  
International NZ Limited  
Telephone: + 61 2 9908 0230  
Email: [privacy@kaplan.edu.au](mailto:privacy@kaplan.edu.au)

## Related entities covered by this Privacy Policy

This Privacy Policy also covers the 'Kaplan' entities in our group that are based in and incorporated under the laws of Australia to the extent that those entities are carrying on business in New Zealand.

## Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation which apply to this policy:

- *Privacy Act 2020.*

## Related Policies

You should read this policy in conjunction with the following Kaplan policies available on Kaplan's website:

- Kaplan Electronic Media Policy
- Kaplan Online Content Recording, Storage and Use Policy
- Kaplan Prevention of Harassment and Bullying Policy
- Kaplan Sexual Misconduct Prevention and Response Policy.

## Privacy Policy Version

Last updated 20 August 2021.