

## Privacy Policy

The Move Academy Privacy Policy provides information on how personal information is managed. Move Academy ensures they maintain the privacy of personal information provided by staff, clients, and participants as required under the *Privacy Act 1993* (Privacy Act).

Move Academy abides by the Privacy Act and the Information Privacy Principles which sets the standards, rights, and obligations in relation to the handling, holding, accessing, and correcting of personal information.

## Personal Information

'Personal Information' is any information about an individual (a living natural person) as long as that individual can be identified. Personal Information collected and held by Move Academy may include:

- Name
- Address
- Contact details (telephone)
- Date of Birth
- Employment details
- Highest secondary schooling completed
- Other qualifications completed
- Current employment status

### How Personal Information is collected and held

Move Academy only seeks to collect personal information where that information is necessary for one or more of its functions or activities.

1. As far as is reasonable and practicable to do so, Move Academy will seek to collect personal information about an individual from that individual.
2. Move Academy will collect personal information only by lawful and fair means and not in unreasonably intrusive ways.
3. Where Move Academy collects personal information from an individual, Move Academy will take reasonable steps to ensure that the individual is aware of:
  - the identity of Move Academy and how to contact us
  - the purposes for which the information is collected
  - how to lodge a complaint if they feel their privacy has been breached
  - the individual's ability to gain access to their information
  - the organisations or types of organisations to which Move Academy usually discloses information of that kind
  - any laws that require the particular information to be collected
  - the main consequences (if any) for the individual if all or part of the information is not provided.

Where Move Academy collects personal information about an individual from a third party (e.g. Refer a Friend Program), Move Academy will take reasonable steps to ensure the individual is made aware of all sub-points included in point 3.

### Ability to deal with us without providing personal details

Whenever it is lawful and practical, individuals dealing with Move Academy will have the option of not identifying themselves. Move Academy is able to discuss general information about our products and services with you without you providing personal information. At a minimum we would like you to provide at least a pseudonym so we can later identify you and the information we have provided to you.

If you decide you would like to enrol into a course or require specific information provided based on your individual circumstances, we will require you to provide a range of personal information details based on the service you are requesting.

### **Purposes for which the entity collects, holds, uses, and discloses personal information**

Move Academy collects, holds, uses, and discloses personal information when:

- The intended use is related to the primary purpose of collection (i.e. providing information regarding: courses, promotions, Health, Wellness and the fitness industry)
- The use or disclosure of the information is for a secondary purpose such as external auditing
- The individual has consented to the use or disclosure
- The information is not sensitive information and is used for the secondary purpose of direct marketing

### **Disclosure to overseas recipients**

Move Academy may disclose your personal information to an overseas Move Academy entity if one of the following occurs:

- You are requesting information about their qualifications,
- You are moving to one of these locations
- When Move Academy requires the support of these entities to maintain its level of customer service and response times.

Where overseas entity have access to your personal information, they are bound by this privacy policy and the requirements under the Privacy Act.

Move Academy will also disclose your personal information to an overseas recipient if you make a written request for us to do so.

### **Disclosure to third party for payment plans**

Move Academy utilises a third party provider for course fee payment plans. With your approval and consent to this payment option, Move Academy provides your enrolment form to this provider for the purpose and managing your payment plan.

### **Disclosure of Personal Information Credit Information to a Credit Reporting Agency**

Move Academy may give a credit reporting agency personal information about your credit application. The information which may be given to an agency includes:

- Such permitted particulars about me / us to be identified.
- The fact that I / we have applied for finance and the amount.
- The fact that Move Academy is a current credit provider to you.
- Payments which have become overdue more than 60 days and for which collection action has commenced.
- Advice that payment are no longer overdue.
- Cheques drawn by me / us which have been dishonoured more than once.
- In specific circumstances, that in the opinion of Move Academy, I / we have committed a serious credit infringement.

That credit provided to me / us by Move Academy has been paid or otherwise discharged.

### **Accessing and seeking correction of personal information**

Where Move Academy holds personal information about an individual, you are able to request access to this information or request a correction to the information. There are some reasons why access or correction may not be possible. If this is the case for you, we will outline in writing why your request is unable to be actioned.

You may also provide written authorization for another person to access your information. For all requests to access or correct personal information, please contact the Privacy Officer on 0800 668 300, [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz), or via Private bag 93504, Takapuna North Shore, Auckland 0740

## Complaints about a breach of privacy

If you have a complaint about a breach of your privacy, your complaint should first be made in writing to the Privacy Officer via [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz) or Mezzanine Office at Private bag 93504, Takapuna North Shore, Auckland 0740. Your complaint will be responded to within 14 working days of the Privacy Officer receiving the complaint.

If you are not satisfied with the response, you are able to take your complaint to the Director of Move Academy. If you are still not satisfied with the response, you can take your complaint to the Office of the Privacy Commissioner.

## Integrity of Personal Information

### Data Quality

Move Academy will take reasonable steps to ensure the personal information that it collects, uses, or discloses is accurate, complete, and up-to-date.

### Data Security

Move Academy will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification, or disclosure.

### Social Media Privacy Statement

Move Academy records any information posted to the Move Academy social media page and uses that information for the purpose of administering its social media page and considering and/or addressing any comments made. No attempt will be made to further identify 'fans' except where authorised by law.

Move Academy is not responsible for the privacy practices or content of any social media sites or any linked websites. For further information contact us at [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz)

### Updates to this Policy

Move Academy will review this policy every 12 months or in line with Privacy Act or regulations changes. This document outlines the date it was last updated in the footer or at the end of the document when viewed via the website.