

Youth Hub Privacy Policy

This Privacy Policy is in effect from 1st June 2022.

LinkEffect Limited (referred to in this Privacy Policy as **we**, **our** or **us**) operates the Youth Hub site (**Site**). By accessing and using the Site, you consent to our collection and use of your personal information in accordance with this Privacy Policy.

We reserve the right to amend or replace this Privacy Policy at any time and for any reason. Your continued use of this Site following any such amendment or replacement will be subject to this Privacy Policy as amended or replaced.

This Privacy Policy governs the collection, use and disclosure of your personal information by us and has been prepared in accordance with our obligations and your rights set out in the Privacy Act 1993 (**Act**) and applicable codes under the Act. You can find out more about the Act at www.privacy.org.nz.

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from <https://youthhub.co.nz>

Definitions

Service

Service is the <https://youthhub.co.nz> website operated by LinkEffect Limited.

Personal Data

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

Usage Data

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Cookies

Cookies are small pieces of data stored on your device (computer or mobile device).

Data Controller

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information are, or are to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

Data Processors (or Service Providers)

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

Data Subject (or User)

Data Subject is any living individual who is using our Service and is the subject of Personal Data.

Background

This Privacy Policy explains:

- What kind of personal information we collect.
- How we collect personal information from you.
- How we use and disclose your personal information.
- The consequences of you not providing the personal information we request from you
- How we store personal information.
- How you can access/amend your personal information.
- How long we hold personal information.
- Who you can contact for further information.

What kind of personal information we collect

We collect the following types of personal information for various purposes to provide and improve our Service to you.

- Your first name & last name, e-mail address and organisations details.
- Information about your employment status, training and experience.
- Details about your training needs.
- Information relating to how you use our services and the Site including cookies.

Usage Data

We may also collect information on how the Service is accessed and used. This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.

We may also keep a record of any information that you acquire from us.

You can visit this Site without telling us who you are or revealing other personal information, except if you register to use the Site.

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you, and for statistical and research purposes. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

How we collect personal information from you

We collect personal information directly from you through this Site by the following means:

- When you register on the Site (as a Youth, a Navigator, a Service Provider, Business, Education staff).
- When you agree to provide information to other persons through the Site (for example, a Service Provider).
- When you participate in any activities which are offered to you through the Site (for example, attending an event or participating in training).

We may also collect personal information through public sources and through third party service providers, where you have agreed to the release of such personal information to us.

We will not otherwise collect any personal information about you except when you knowingly provide it.

How we use and disclose your personal information

We may use your personal information for the following purposes:

- Responding to queries and otherwise contacting you
- To provide and maintain our Service
- Providing you with information about us and notify changes to our Service
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- Providing you with our services, as requested by you
- Providing you with information about services which third parties (such as Services Providers and Businesses) may provide to you
- Any specific purpose which we notify you of at the time personal information is collected from you
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have

already purchased or enquired about unless you have opted not to receive such information

- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer support
- To detect, prevent and address technical issues
- For statistical analysis and research purposes
- To give effect to the user terms available on our Site

We may disclose your personal information (including your identity):

- to Navigators, Service Providers, Businesses, and other third parties for any purpose set out in the user terms available on our Site, or to provide you with any service, which is available on our Site;
- to a third party when you have expressly authorised us to do this (for example, when you have agreed to provide your personal information to a Business in relation to a potential job offer); and
- where you have chosen to make this personal information publicly available on the Site.

Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

If you are from the European Economic Area (**EEA**), our legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

We may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- To comply with the law

Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your Region, district, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside New Zealand and choose to provide information to us, please note that we transfer the data, including Personal Data, to New Zealand and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Security of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Additional terms that apply to some residents of the European Economic Area (EEA)

In addition to the rights already recorded above, if you are based in the EEA, you may have the following additional rights in relation to the personal information we hold about you:

Right to erasure: You can ask us to delete or remove your personal information in some circumstances, such as where we no longer need it or, if we are relying on your consent to process the information, you withdraw your consent. If you are entitled to erasure, we will comply with your request. If we have shared your personal information with others, we will let them know about your request where reasonably possible. If you ask us, where it is reasonably possible and lawful for us to do so, we will also tell you who we have shared your personal information with so that you can contact them directly.

Right to restrict processing: You can ask us to 'block' or suppress the processing of your personal information in certain circumstances, such as where you contest the accuracy of that personal information or you do not want us to erase your information but require restriction of processing instead. If you are entitled to restriction of processing of your personal information, and we have shared your personal information with others, we will let them know about the restriction where it is reasonably possible for us to do so. If you ask us, where it is reasonably possible and lawful for us to do so, we will also tell you who we have shared your personal information with so that you can contact them directly.

Right to data portability: You have the right, in certain circumstances, to obtain personal information you have provided us with (in a structured, commonly used and machine readable format) and to reuse it elsewhere or to ask us to transfer this to a third party of your choice.

Right to object: You can ask us to stop processing your personal information, and we will do so, if we are:

relying on our own or someone else's legitimate interests to process your personal information, except if we can demonstrate compelling legal grounds for the processing; or processing your personal information for direct marketing purposes.

Right to withdraw consent: If we rely on your consent as our legal basis for processing your personal information, you have the right to withdraw that consent at any time.

Right to lodge a complaint with the supervisory authority: If you have a concern about any aspect of our privacy practices, including the way we have handled your personal information, you can report it to the relevant Supervisory Authority in the EEA.

Please be aware that some of these rights may be limited or unavailable where we have an overriding interest or legal obligation to continue to process the data, or where data may be exempt from disclosure due to reasons of legal professional privilege or professional secrecy obligations.

Service Providers

We may employ third party companies and individuals to facilitate our Service (**Service Providers**), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

What are the consequences of you not providing the personal information we require?

If you do not provide us with all of the personal information we have requested from you, we may not be able to complete your registration as a Youth, a Navigator, a Service Provider, Business, Teacher or Education provider (as relevant).

How we store personal information

We store personal information electronically and in paper based form. All personal information is kept safe and secure using generally accepted standards of security.

How you can access/amend your personal information

You can update your personal information through the Site at any time.

You may access your personal information we hold by emailing us at support@youthhub.co.nz. We will provide you with a copy of the personal information we keep about you.

You may request that the personal information we hold about you be corrected by emailing us at support@youthhub.co.nz. If we agree that your personal information is to be corrected we will provide you with an amended record of your personal information.

How long we hold personal information

We will keep your personal information only for as long as is necessary to achieve the purpose we collected it for, and in all cases for such periods as we are required to in order to comply with any relevant legislation and regulations.

Account Deletion

We will remove all personal identifiable data belonging to you within 30 days of receiving your request to delete.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Who you can contact for further information

If you have any queries about this Privacy Policy or personal information we have collected please contact us at support@youthhub.co.nz or by writing to us at 20 Beaumont Street, Auckland Central 1010.