



Personal Data Policy

This policy explains how we, Rotorua English Language Academy Ltd (RELA), handle your personal data and ensure its security. It sets out how we comply with our privacy obligations under the Privacy Act 2020 (New Zealand), The Education and Training Act 2020 and the General Data Protection Regulation (“GDPR”) if you are located in the European Union. By using our services, you agree to the practices described below.

Who are we?

We are Rotorua English Language Academy Ltd (RELA). Visit us at www.rela.co.nz

What we collect and why we collect it?

Our business relies on the collection of personal information that is submitted by you, or with your authority, to enable us to do our job, including keeping people safe, and to comply with the law. Where practicable this information is obtained directly from students / employees / host families, or from a student’s education agent. Information may also be obtained or verified via relevant government or education agencies.

In each case, RELA collects only information that is necessary or appropriate to fulfil the purpose of your interaction with our school. You can always refuse to supply personally-identifying information. However this may prevent us from providing you with certain services or offering you certain opportunities.

Students

If you apply to study English at RELA, we will receive and process the information collected through our application form, or an agent’s application form. Information collected includes contact details, course-related information, and additional data for safety and regulatory compliance. We will also use any information relevant to your booking you share with us via email or any other way.

We collect this information to assess eligibility and manage bookings and to generate an offer of place and invoice for you. If you book your course through an agent, they might use their own application form, which might collect more information than RELA’s form.

After becoming a student at RELA, throughout your course, more data will be collected from you to assess your needs, track your progress, get feedback from you about your satisfaction with our services so as to enhance our services, and comply with our legal obligations.

On or before your first day of school we are legally required to collect copies of your passport, New Zealand visa, and insurance details. To help keep you safe, we also need to collect your New Zealand contact details including where you will be living during your study and the contact details of someone we can contact on your behalf in case of emergency.

During your course, we will also record your class attendance, test scores, progress reports from your teachers, what you tell us about your reasons for studying English and future plans after you

leave us, and any other information you chose to share with us which is relevant to your study, or health and safety, while studying at RELA.

Host families

If a person/family applies to become a homestay for RELA students, we will collect information directly from the family, including contact details, names, ages, professions and hobbies of family members living in the home, whether the family has pets, and whether anyone in the family smokes/vapes. In addition, we ask for bank account details so that we can make payments. This information will be kept, together with notes from our inspection of your home and student feedback about their stay with your family, in our database, and in each homestay's personal computer file. With your consent, we will also carry out a police check on family members aged 18 and over. We collect the above information to ensure safe accommodation for our students and to find a good host match for our students.

Employees and job applicants

If you apply to work at RELA, we need to sight and retain your CV, references and contact details. If your application does not lead to employment at RELA, we delete these from our system.

If you are an employee of RELA, we store, in electronic form, records with information about you. Our records include:

- your home address and personal contact details
- your academic credentials
- your bank account details
- your IRD number, Kiwisaver details and any details about deductions for student loan or court fine repayments
- your CV and references
- your contract
- performance review records
- classroom observation records

Data Sharing

Data is shared only with relevant RELA staff. It is shared with people outside the organisation only where it is necessary to deliver our services, keep clients safe and healthy, and when there is a legal need.

As a Private Training Enterprise (PTE) in New Zealand your data may be shared with Immigration New Zealand, the Ministry of Education and the New Zealand Qualification Authority (NZQA). When required by law, RELA will release information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development and the Accident Compensation Corporation (ACC)

We will not rent or sell your information to anyone.

Student data

If you book your course through an agent, we may share the results of your pre-test with them or with your family if they ask. During your course, if you are absent from class and we need to issue an Attendance Warning letter, we may notify your agent of this. If your attendance does not improve

and this results in expulsion and the cancellation of your student visa, we may also notify your agent. If your agent asks for a progress report, we will only send this with your permission.

If you book insurance through RELA, we will give the insurance company your name, nationality, date of birth, and the start and end dates of your course.

Under New Zealand government regulations, we are required to share some personal student data with the New Zealand Ministry of Education. The data we share with them is: your name, date of birth, passport number, country of citizenship, type of visa at the time of enrolment, course type and course length.

We are periodically audited by third parties such as NZQA (New Zealand Qualifications Authority, a New Zealand government crown entity), TEC (Tertiary Education Commission), English New Zealand and financial auditors. During these audits, the auditors can access the personal data we hold for a random sample of students.

If you are in New Zealand on a Student Visa, we are required to notify New Zealand Immigration if your attendance is low or if you shorten your course.

If you request to stay in a homestay, we will share some of your application information with the host family, including your name, nationality, age, course dates, and any special requests or relevant health issues of which you have informed us. For example, if you have allergies, they need to know in order to help keep you safe and healthy.

Students Under 18:

If you are absent from class so often that we need to issue official attendance warnings, we will notify your agent and/or parents of these warnings. If your attendance does not improve and this results in expulsion and the cancellation of your student visa, we will also notify your agent/parents. We send progress reports to your agents and your family after each testing cycle.

Homestay family data

We share some personal data with potential homestay students. We share your names, suburb, children's ages, your jobs and hobbies.

If a student is placed with you, they will also be given your address, phone number and email address.

If the student has booked their course through an agent, the above information will normally be sent to the student through the agent.

Employee data

If you are an employee of RELA, we share data about your employment status and pay with IRD. We sometimes share data with other government agencies such as the Department of Justice and ACC, on a case-by-case basis.

We share your pay details, IRD number, Kiwisaver details and any details about deductions for student loan or court fine repayments with our payroll services provider.

We publish your name and profile photo on our website and in our student and staff handbooks. We are periodically audited by third parties such as NZQA (New Zealand Qualifications Authority), TEC

(Tertiary Education Commission), English New Zealand and financial auditors. During these audits, the auditors can access the personal data we hold for our staff.

Third party websites

Our website may contain links to other websites that are not under our control. You should check the privacy policy on all third party websites to ensure you are comfortable with third party cookies. We are not responsible for content, privacy practices, or terms of use on linked websites.

Data retention

The data you give us will be retained for as long as needed to comply with our administrative, security, and legal obligations.

Data we need to continue to provide you with services after you leave the school – for example if we need to reissue your certificate or confirm that you have studied at RELA – will be kept indefinitely.

What rights you have over your data?

It is your responsibility to ensure that the personal information you provide is accurate, complete and up-to-date.

You have the right to access, correct and erase your data as outlined in this policy. Please note that this does not include any data we are obliged to keep for administrative, legal, or security purposes.

If you are a student at RELA, on your first day of school you will be shown a copy of the information we hold about you in the form of your enrolment form. We ask that you edit any data we have incorrect on this.

Who do we receive data from?

We may receive personal data about students from:

- the agent they use to book their course
- their homestay family if the family is worried about them
- if they have studied at a school in New Zealand before our school, that school may provide information about attendance and academic performance to RELA

Personal Data Policy Changes

RELA may update this Personal Data Policy at our discretion. We encourage you to check this page regularly for any changes. Your continued use of our website signifies your acceptance of any changes.

Contact Us

For privacy concerns or questions, please contact our Privacy Officer at english@rela.c.nz

If unsatisfied with our response, you can contact the Office of the Privacy Commissioner.

This document was last updated on 15 August 2023