



Learning Support Network Privacy Statement

This Privacy Statement explains how the Learning Support Network (LSN) collects, uses, stores and protects your personal information in accordance with the Privacy Act 2020.

Information we collect from you

We collect your name, email address, school/kura, region, role, and information you choose to share through your enrolment form, the LSN forums, polls and surveys. We only collect personal information necessary to operate the Learning Support Network and provide our services.

Why we collect your information

We collect your personal information to provide our service to you. This includes for example: registering an account; communicating and interacting with you, providing resources and activities that are responsive to your needs, and fulfilling our contractual obligations to the Ministry of Education.

Providing your information

Providing your name, email address, school/kura, region and role is necessary to enrol in the Learning Support Network. This information enables us to assess whether you meet the enrolment criteria. If you choose not to provide this information, you will be unable to access the Learning Support Network.

Who we share information with

We do not disclose your personal information to third parties except where necessary to provide our services, where you authorise us to do so, or where required by law. We currently use Mailchimp to distribute newsletters.

Cookies and analytics

Our website may use cookies and website analytics to improve functionality and understand how members use our services.

Overseas disclosure

Some service providers (such as Mailchimp) may store or process information outside New Zealand. Where this occurs, we take reasonable steps to ensure your personal information receives comparable safeguards as required by the Privacy Act 2020.

Your rights over your data

If you have an account on the Learning Support Network, you can request to receive an exported file of the personal data we hold about you. You can also request that we correct or erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

How we keep your personal information safe

We take all reasonable steps to ensure the personal information we collect from you is protected against loss, unauthorised access and disclosure or any misuse. The Learning Support Network is a password protected site and only members who are vetted and enrolled into this educational community are able to access the site via their personal passwords.

How long we keep your personal information for

We retain your personal information for as long as is necessary to provide our service to you (as outlined above).

Contact us

If you have any questions or concerns about how we have handled your personal information, please contact us (info@thelearningsupportnetwork.org).