

RISE GROUP TRUST BOARD | WAYFYNDERS | PAYRISE

Privacy Policy

Applies to wayfynders.nz, payrise.nz and associated digital platforms operated by RISE GROUP Trust Board.

Document Control	
Version:	2.0
Compliance:	NZ Privacy Act 2020
Owner:	Communications Lead
Last Updated:	19 June 2025
Next Review:	31 March 2026

Purpose:

This Privacy Policy explains how **RISE GROUP** Trust Board, including its programmes **WAYFYNDERS** and **PAYRISE**, collects, stores, uses, and protects personal information through its websites and online platforms.

This website policy forms part of the organisation's broader privacy framework and supports the following internal policies:

- RISE GROUP Trust Privacy Policy (effective March 2024)
- Youth Engagement and Safeguarding Forms (including confidentiality, complaints, and risk protection guidelines)

Together, these policies ensure a consistent approach to privacy and data protection whether information is collected in person, by staff, or through digital platforms.

Who we are:

RISE GROUP Trust Board is a registered New Zealand charity.

Charity Registration: CC37780

The organisation operates services and programmes including:

- **WAYFYNDERS** (wayfynders.nz) - Youth empowerment and development initiatives.
- **PAYRISE** (payrise.nz) - Youth employment readiness and training platform.

Registered Office:

Reserve Tamaki
133 Line Road
Glen Innes
Auckland 1072
New Zealand

Phone: (09) 258 3625

Website: www.risegroup.co.nz

Scope of this Policy:

This policy applies to all staff, volunteers, contractors, and authorised partners who collect or manage personal information through:

- wayfynders.nz
- payrise.nz
- online programme platforms

- forms, surveys, and digital services operated by RISE GROUP Trust Board

All handling of personal information is carried out in accordance with the Privacy Act 2020 (New Zealand).

What personal information we collect:

Depending on how you interact with our websites or programmes, we may collect personal information such as:

- Full name
- Email address and phone number
- Age or school/organisation (where relevant to programme participation)
- Information about interests, goals, or learning progress
- Login credentials for online learning platforms
- Responses to forms, surveys, quizzes, or assessments
- Technical information such as IP address, browser type, and device information for security and system administration

We only collect information that is necessary for providing our services or operating our programmes.

How we collect information:

Personal information may be collected through:

- Online forms (including Google Forms and website forms)
- Programme registrations
- Learning management systems used for PAYRISE courses
- Course interactions, quizzes, and learning activities
- Partner organisations (such as schools or youth services) with appropriate consent
- Email communications and support requests

Where possible, we collect information directly from you and with your informed consent.

Why we collect personal information:

We use personal information to:

- register participants in programmes or learning platforms
- track learning progress and development outcomes
- communicate programme updates, opportunities, and support
- improve our services, content, and digital platforms
- meet safeguarding responsibilities
- meet funding, reporting, or legal obligations

We only use personal information for the purpose for which it was collected.

How we store and protect your information:

We take reasonable steps to protect personal information from loss, misuse, or unauthorised access.

Information may be stored using secure systems including:

- Google Workspace (email and cloud storage)
- website databases (WordPress or Squarespace platforms)
- learning management systems
- secure online forms and databases

Access to personal information is restricted to authorised staff and administrators only.

Information is retained only as long as necessary to fulfil programme, operational, or legal requirements. When it is no longer required, information is securely deleted or anonymised.

When we share information:

We may share personal information in limited circumstances, including:

- with programme partners (such as schools or community organisations) where appropriate and with consent
- with trusted service providers who support our digital platforms (such as hosting or email services)
- where required by law
- where necessary to prevent serious harm

We do not sell personal information or allow third-party marketing use of participant data.

All third-party providers must meet appropriate privacy and security standards.

Privacy for Young People:

Because many of our programmes work with young people, we take additional care when handling their personal information.

Where participants are under 18:

- parental or guardian consent may be required for participation
- young people are informed about how their information is used
- participants and guardians may request access to or correction of their information

We aim to ensure that all young people interacting with our platforms are treated with respect, privacy, and dignity.

Cookies and website tracking:

Our websites may use cookies or similar technologies to:

- improve website functionality
- remember user preferences
- monitor website performance and usage
- support login functionality for learning platforms

You can control or disable cookies through your browser settings. Disabling cookies may affect some website features.

Platform-specific website practices:

Our websites operate on different platforms which may collect limited technical data for security and functionality.

risegroup.co.nz - this site is hosted on the Squarespace platform.

- Squarespace may collect technical information such as browser type, device information, and IP address.
- Embedded forms (such as Google Forms) may collect personal information which is stored securely within our Google Workspace environment.
- Anonymous analytics data may be used to understand website usage and improve content.
- This site does not create user accounts.
- Squarespace maintains its own Privacy Policy which governs how the platform handles technical data.

wayfinders.nz and payrise.nz - these sites are hosted on the WordPress platform.

- PAYRISE includes user login functionality and learning modules

Information stored may include:

- user account details (such as name and email)
- course enrolment information
- learning progress and assessment results
- cookies used for login sessions and user preferences

Some pages may include embedded content from third-party services such as video platforms or maps, which may collect technical data through their own systems.

Users may request access to or deletion of their information at any time by contacting us.

Your Rights (Users):

Under the [Privacy Act 2020](#), you have the right to:

- request access to the personal information we hold about you
- request correction of inaccurate information
- request deletion of information where appropriate
- withdraw consent for certain uses of your information

To make a request, please contact us using the details below.

Privacy Breaches:

If a privacy breach occurs, we will:

- investigate and contain the breach as quickly as possible
 - assess the potential impact
 - notify affected individuals and the Privacy Commissioner where required by law
 - review procedures to prevent future breaches
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Contact us:

For privacy-related questions, access requests, or complaints, please contact:

RISE GROUP Trust Board
Reserve Tamaki
133 Line Road
Glen Innes
Auckland 1072

Phone: (09) 258 3625

Email: admin@risegroup.co.nz