



Pause Breathe Smile Trust (“the Trust”)

Privacy Policy

Purpose

This privacy policy sets out how Pause Breathe Smile Trust collects, uses and protects personal information given by individuals and groups. Pause Breathe Smile Trust commits to only use personal information collected in accordance with this policy.

Scope

This policy applies to the Pause Breathe Smile customers. Customers of Pause Breathe Smile Trust include employees of New Zealand schools (Senior Leadership Teams, Teachers, Teacher Aides and a range of ancillary support staff), and employees of other education and health organisations who are eligible for Pause Breathe Smile PLD. Any member of the general public may become a customer under this policy by volunteering their name and email address to the Trust for the purposes of receiving our e-newsletter.

Policy Statement

The Pause Breathe Smile Trust is committed to ensuring our policies and processes for the collection, use, storage, security, and disposal of personal information, and the technology we use to support our processes, not only comply with all relevant legislation and statistical principles and protocols, but also meet stakeholder expectations, and are effectively implemented. For purposes of this Policy "confidential information" includes all non-public information relating to the Pause Breathe Smile Trust, its business, customers or suppliers.

General:

What is considered personal information?

When used in this policy, the term “personal information” means any information that can personally identify customers or that customers are reasonably identifiable from.

How we collect information:

We collect personal information, via online registrations, emails and by telephone that customers have freely provided to us.

The places where we collect personal information are:

1. Through our website pausebreathesmile.nz in these ways:
 - Registering for Pause Breathe Smile PLD for a school
 - Subscribing to receive the Pause Breathe Smile E-Newsletter

2. Via our office in these ways:
 - Emailing an enquiry to anyone of our team members
 - Registering for Pause Breathe Smile PLD for a school

What personal information do we collect and hold?

We may collect the following personal information about customers:

- Name
- Email address
- Organisation they are in direct contact with
- Their role within the school/organisation

Why do we collect personal information?

We collect personal information to enable us to;

- Provide customers with information about Pause Breathe Smile Programme and PLD
- Register customers for the Pause Breathe Smile PLD
- To identify customers' personal registration
- Provide customers with Pause Breathe Smile online resources and any technical support for accessing their account
- Provide full access to the Pause Breathe Smile App resources housed within the Educators resources section
- Provide customers with information about upcoming events and news including sending them our E-Newsletter
- Communicate with customers via email

What will we do with customers' personal information?

- Pause Breathe Smile Trust will only use customers' personal information for the purpose it is collected.
- We will not share, sell, rent or disclose customers' personal information or disclose customer information to any other individual or organisation unless
 1. They have agreed to this or
 2. information is being given to a Mindfulness Facilitator or organisers of a school's PLD in order that they may respond to the needs customers may have with the Pause Breathe Smile Programme
 3. there are concerns for the wellbeing of customers or others and sharing of the information will improve the safety or wellbeing of customers or others.

Storing Information and Security

We will take all reasonable steps to protect the personal information that we hold from misuse, loss, or unauthorised access.

We do this by means of firewalls, password access and secure servers. Customer information is held through Mailchimp, Learn Dash, Heroku App and our Zoho CRM and the terms relating to the secure storage of this information form part of the contract with our CRM provider and Mailchimp.

Customers can ask to be removed from our App, CRM and / or Learn Dash at any time. Customers can easily unsubscribe themselves from our Mailchimp subscription lists at any time.

How to Delete Your Pause Breathe Smile App Account

If you would like to request that your account and associated data be deleted, please follow the steps below.

Steps to Request Deletion:

1. Email us at support@pausebreathesmile.nz with the subject line "Delete My Account."
2. Include your full name and the email address associated with your account.

What Data Will Be Deleted:

Upon receiving your request, we will delete the following data:

- Your name
- Your email address
- Your registration information with Pause Breathe Smile

Retained Data:

For legal purposes, some data may be retained for a specified period (e.g., for financial record-keeping or legal requirements). If this applies, we will notify you about the details.

If you have any questions, feel free to contact us at support@pausebreathesmile.nz.

How can I access my personal information?

Customers may request access to any personal information we hold about them at any time by contacting Pause Breathe Smile Trust.

Where we hold information that customers are entitled to access, we will try to provide them with suitable means of accessing it (for example by emailing it).

There may be instances where we cannot grant customers access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others. If that happens, we will give written reasons for any refusal.

If customers believe that the personal information we hold about them is incorrect, incomplete or inaccurate, then they may request us to amend it.

How do customers make a complaint about a breach of privacy?

If customers believe their privacy has been breached by us, have any questions or concerns about our Privacy Policy they can contact our Chief Executive Officer: natasha@pausebreathesmile.nz and provide details of the incident so that we can investigate it.

Once a complaint is received, it will be passed to the Board of Trustees. From there, the Trust will endeavour to determine the nature of the breach and how it occurred.

If a notifiable breach is found, Under the Privacy Act 2020, Pause Breathe Smile Trust will notify the Privacy Commissioner and the affected individual(s) as soon as practicable after becoming aware of the notifiable privacy breach.

Customers can also make a complaint to the Office of the Privacy Commissioner

PO Box 10094, Wellington 6143.

0800 803 909 (Monday – Friday, 10.00 am – 3.00 pm).

<https://www.privacy.org.nz/your-rights/how-to-complain/>

Extra information about our website

Website analytics

We analyse **non-identifiable** web traffic data to improve our services. We use Google analytics a paid third-party service to analyse the web traffic data for us. The Trust owns the data that is generated, and it will not be shared with any other party for any other purpose.

We may collect, hold, and use statistical information about visits to help us improve the site, for instance:

- An IP address
- The search terms used
- The **non-identifiable** statistics of the user e.g. age, day of the week, type of device used
- The pages accessed on our site and the links clicked on
- The date and time a site was visited
- The referring site (if any) through which customers clicked through to this site
- Operating systems (e.g. Windows XP, Mac OS X)
- The type of web browser (e.g. Internet Explorer, Mozilla Firefox)

The data collected is aggregated and is not personally identifiable. IP addresses are masked so that they cannot be used to identify individuals. Our web analytics will also respect any “do not track” setting an individual might have set on their browser.

These services may track use of our website on those pages where their links are displayed. If an individual is logged in to those services (including any Google service) while using our site, tracking will be associated with their profile with them.

These services have their own privacy policies which are independent of ours.

Links to other websites

Our website may contain links to enable individuals to visit other websites of interest easily. However, once individuals have used these links to leave our site, we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which individuals provide whilst visiting such sites and such sites are not governed by this privacy statement.

Individuals should exercise caution and look at the privacy statement applicable to the website in question.