



## Research Association New Zealand (RANZ)

### Privacy Statement

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#### RESEARCH ASSOCIATION NEW ZEALAND (RANZ) WEBSITE PRIVACY STATEMENT

RANZ will collect your details in order to keep you informed about marketing content including news about training, legislation, events and current topics.

Your contact details are securely stored and some details are made available on this website via the member directories. You are welcome to update your email preferences under your account settings online or contact us at any time to access and update your personal information or to 'opt-out' of receiving further communications from us. We will endeavour to action your request within two working days.

Your privacy is important to us and we want to be sure that you understand the terms and conditions relating to the way in which we collect information and the use of that information.

The Office of the Privacy Commissioner (<http://www.privacy.org.nz>) provides further details of the New Zealand Privacy Act and how it protects personal information in New Zealand.

#### **As part of our operations we may gather certain types of information about the users of our sites:**

- Personally Identifiable Information: this is provided by you (or someone authorised by you or your organisation) when you register for services that we may offer. Examples of these services could include email newsletters or events. Providing this information will always be optional for you. However, some services may not be available to you if you choose not to provide it.

- You can manage your email preferences by logging into your dashboard.
- Aggregated Data: this information is generated by our systems as they track traffic through our sites. This information does not identify you personally and is not linked to the personally identifiable information that you may have provided.

#### **Who we share this information with:**

- The information may be hosted with a service provider. Our agreements with them protect the information that we collect from any unauthorised use.
- The aggregated data (not the personally identifiable information) may be shared with third parties such as advertisers or business partners.
- Your personally identifiable information may be shared with third parties when we believe in good faith that we are required to do so by law.



### **What else we do with personally identifiable information?**

We have collected this information in order to provide the best possible service to you while you are visiting our sites. To this end we may use the information that you provide for the following purposes:

- To verify your identity if you need help with a forgotten password or you are having login problems with one of our site services.
- To process any transactions that you might make on our site.
- To help provide any other services that you have requested.
- To offer the most relevant information suitable to you and your interests.
- For any marketing, promotional, publicity, marketing or market research that we might undertake.
- For any other purposes for which you have given permission.

### **What about cookies?**

A cookie is a small file that resides on your computer and is recognised by our server when you visit our sites. A cookie does not provide us with any personally identifiable information. It does provide details of your IP address, the computer platform that you use (eg Mac or Windows), the browser that you use (eg Microsoft Explorer or Netscape) and what domain you are accessing our sites from.

#### **We use Cookies to:**

1. Track traffic patterns to our site
2. Ensure that the most relevant content is being shown
3. Allow you to enter certain site member services without having to log in each time you visit.

If you would rather we did not use cookies with you, you can refuse them by turning them off in your browser and/or deleting them from your hard drive. You will still be able to visit our sites.

### **What about third-party cookies?**

Third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimise, and serve ads on the internet based on someone's past visits to our website. Personally identifiable information is not stored by us or any third-parties.

You are free to opt out of Google's use of cookies by visiting Google's Opt Out Page. Alternatively, you can opt out of a third-party vendor's use of cookies by visiting the Network Advertising Initiative opt-out page.



### **What about our advertisers and business partners?**

This Privacy Policy only relates to our sites. You should be aware that we are not responsible for the practices of our advertisers or business partners. Our site may contain links to other sites. You should check their privacy policies before providing personally identifiable information to them or any other third party.

### **Opting in and opting out**

You have the option to opt in to certain services and to opt out of those services at any stage. This means you may change your mind at any stage about participating in any of our services.

### **Your right to access our information:**

The Privacy Act of 1993 gives you the right to access and correct your personal information. You can now manage your email preferences by logging into your dashboard. Or to find out more about how to do this, please email us.

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**To be added to the RANZ “Do not call” register, email the [RANZ Secretary](#) with your phone number and area code.**



# Research Association New Zealand (RANZ)

## Terms and Conditions

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### 1. RESEARCH ASSOCIATION NEW ZEALAND (RANZ) TERMS AND CONDITIONS

1.1. RANZ will not be liable for loss, damage or injury to persons or property, howsoever caused, save where liability is expressly imposed beyond exclusion by statute.

1.2. If you access the RANZ website via a link in a personal email sent to you, we do record this information and may contact you to offer our assistance.

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### 2. DEFINITIONS AND INTERPRETATION

2.1. "Event" means any event or conference run by RANZ.

2.2. "Course" means any short course or online course run by RANZ.

2.3. "Certificate" means any certificate or diploma course run by RANZ.

2.4. "Attendee" means any individual attending an event or conference run by RANZ.

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### 3. COURSE AND EVENT REGISTRATIONS

3.1. Registrations for all courses are on a first come, first served basis.

3.2. Some courses offer a corporate table booking option. Where this has been requested all endeavours will be made to ensure your request is accommodated, although this cannot be guaranteed.

3.3. Ticket sharing is generally not permitted. There are exceptions to this and these will be advised or can be discussed with an officer of RANZ.

3.4. Any bookings made for online streaming courses which are subsequently unwatched are non-refundable. Normal cancellation refund policy applies, see table 1 below.

3.5. Registrations for all events are on a first come, first served basis.

3.6. Some events offer a corporate table booking option. Where this has been requested all endeavours will be made to ensure your request is accommodated, although this cannot be guaranteed.

3.7. Ticket sharing is generally not permitted. There are exceptions to this and these will be advised or can be discussed with an officer of RANZ.



3.8. Any bookings made for online streaming events which are subsequently unwatched are non-refundable. Normal cancellation refund policy applies, see table 1 below.

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#### 4. CANCELLATION BY RANZ

4.1. Certain courses and events require a minimum number of registrations or are dependent on specific individuals' availability for content delivery. We reserve the right to cancel a course or event or to change the date, time or venue of any course or event.

4.2. The content or delivery method of courses and events may be adapted without notice.

4.3. If a course or event is cancelled all fees paid will be refunded in full or a credit issued.

4.4. If the date or venue of a course or event is altered we will transfer your registration to the revised date or venue. If that does not suit you due to other commitments please [contact RANZ](#) for a credit or refund.

4.5. RANZ is not responsible for travel or related costs incurred by attendees.

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#### 5. CANCELLATION BY ATTENDEE

5.1. Cancellation of an event enrolment or attendance must be received in writing via email prior to or on the RSVP date for the event.

5.2. A substitute attendee may be enrolled for an event at least two days in advance of commencement by writing via the email.

5.3. For events, if you are unable to arrange a replacement attendee a full refund will be made provided email notification is received prior to the RSVP date of the event. There will be no refunds for cancellations received after this date nor for 'no shows' to the event.

5.4. At our discretion, your event registration may be transferred to a similar event if such request is received in writing no later than the RSVP date of the event. Any difference in ticket value will be charged or refunded as applicable.

5.5. RANZ will not be liable for any expenses incurred by attendees.

**Table 1. REFUND TABLE FOR EVENTS**

<b>Working days prior to the commencement of the course</b>	<b>Events and Conferences</b>
After commencement	0%
Prior to or on RSVP date	100%