

Privacy Statement

Let's Go Educate Limited trading as Let's Go

Let's Go Educate Limited trading as Let's Go is committed to protecting the privacy of the personal information we collect and hold.

This Privacy Statement explains how we collect, use, store, disclose and protect personal information in connection with our website, education and assessment services, enrolments, business activities and communications.

We comply with the New Zealand Privacy Act 2020 and other legal and regulatory requirements that apply to us as a registered Private Training Establishment.

Who we are

Let's Go Educate Limited trading as Let's Go is a New Zealand registered limited liability company and a Private Training Establishment registered with the New Zealand Qualifications Authority (NZQA).

We operate the website: www.letsgomusic.ac.nz

This Privacy Statement applies to personal information collected or held by Let's Go, whether the information is collected directly from you or, where permitted, from another person or organisation.

The personal information we collect depends on the service you use.

It may include:

- your full legal name
- email address
- telephone number
- physical or postal address
- date of birth
- National Student Number (NSN), where applicable
- citizenship or residency information
- ethnicity and other demographic information where required
- identity or eligibility documentation where required
- next-of-kin or emergency contact details where required
- education and qualification information relevant to entry, assessment or recognition of credit
- enrolment and academic information
- assessment evidence, results and academic records
- attendance information where relevant
- invoicing, payment and purchase information
- information you provide through forms, emails, telephone calls or other communications with us
- information required to meet NZQA, Ministry of Education, Tertiary Education Commission or other legal or regulatory requirements.

We only collect information that is reasonably necessary for our activities or that we are required or authorised to collect.

Providing some information is optional. However, where information is required to establish eligibility, complete an enrolment or application, undertake assessment, report results or meet legal or regulatory requirements, we may be unable to provide the relevant service if that information is not supplied.

Trinity College London NCEA credit recognition

If you apply to Let's Go for NCEA credit recognition using evidence arising from a Trinity College London examination, we may collect additional information including:

- your Trinity candidate number
- Trinity examination details
- examiner reports
- certificates or statements of results
- Trinity examination marks, results or awards
- performance recordings
- other supporting evidence relevant to your application.

Your Trinity qualification and examination result remain separate from the NCEA credit recognition process undertaken by Let's Go.

Further information about this service is contained in the Trinity Candidate Handbook and Candidate Terms and Conditions.

Information collected from other sources

We normally collect personal information directly from you.

In some circumstances we may collect information about you from another person or organisation where this is permitted by law and reasonably necessary for our activities.

This may include information obtained from or verified with:

- a parent, guardian or next of kin
- NZQA
- the Ministry of Education
- the Tertiary Education Commission
- a school or other education organisation
- a STAR contracting organisation or school
- Trinity College London
- another organisation involved in your education, assessment or enrolment.

Where we collect personal information about you from another source, we will take reasonable steps to ensure that you are informed about the collection where required by the Privacy Act 2020.

This may include informing you of:

- the fact that information has been collected
- why it has been collected
- who may receive it
- who is collecting and holding it
- any law requiring or authorising the collection
- your rights to access and request correction of the information.

Why we collect and use personal information

We may collect and use personal information to:

- communicate with you
- respond to enquiries, feedback and complaints
- process applications and enrolments
- determine whether entry or eligibility requirements have been met
- provide education, assessment and other services

- process NCEA credit recognition applications
- authenticate assessment evidence
- undertake assessment, moderation and quality assurance
- monitor learner progress where relevant
- maintain enrolment and academic records
- report credits, results and other required information to NZQA
- provide information to government agencies where required
- administer fees, invoicing and payments
- manage our business and financial records
- improve our services and website
- meet legal, contractual and regulatory obligations
- communicate information about our services where you have agreed to receive those communications.

We will not use personal information for a purpose unrelated to the reason it was collected unless permitted by law.

Website and technical information

When you use our website, we may automatically receive technical information such as:

- Internet Protocol (IP) address
- browser and device information
- website usage information
- pages visited
- referring and exit pages
- approximate location derived from technical information.

This information may be used to operate, secure and improve our website and understand how it is used.

Our website is hosted by Hoopla Hosting.

We may use services such as Google Analytics or similar analytics tools to provide information about website use and performance.

We may also use cookies. Cookies are small files stored by a website on a device or browser and may be used to remember preferences, support website functionality and understand website use.

You can manage cookies through your browser settings.

Systems and service providers

We use third-party systems and service providers to operate our organisation.

These may include:

- SELMA for student management and academic records
- Moodle for online learning
- Xero for accounting
- identity-verification providers such as Cloudcheck or Verifi where required
- website hosting and IT providers
- email and communications services
- payment providers such as EFTPOS, Stripe, Verifone or banking services
- professional advisers and contractors who provide services to Let's Go.

These organisations may process personal information on our behalf where this is necessary to provide their services.

We take reasonable steps to select appropriate providers and protect information disclosed to or processed by them.

Access to information held in Moodle, SELMA and other systems used by Let's Go is restricted to authorised users according to their roles and responsibilities.

Moodle learning platform – We use Moodle to provide and manage online learning and learner support. Depending on the course or service, Moodle may hold information such as your name, email address, course enrolments, learning activity, assessment submissions, grades, feedback, forum posts and other information generated through your use of the platform.

SELMA Student Information System – We use SELMA as our student management system to securely hold and manage learner and candidate information. Depending on the service, this may include personal and contact information, enrolment information, National Student Number (NSN), eligibility information, academic and assessment records, results, attendance information, documents and correspondence. SELMA is also used to support required education-sector reporting and administration.

Disclosure of personal information

We do not sell personal information.

We may disclose personal information where this is necessary for the purpose for which it was collected, where you have authorised the disclosure, or where disclosure is required or permitted by law.

Depending on the service involved, information may be disclosed to:

- NZQA
- the Ministry of Education
- the Tertiary Education Commission
- the Public Trust, as our student fee protection trustee, where applicable
- standard-setting bodies or moderation agencies
- schools or other education organisations involved in a learner's enrolment or STAR arrangement
- a parent, guardian or next of kin of a learner under 18 where we are concerned about the learner's safety or wellbeing, or any appropriate person where this is needed to prevent or lessen a serious threat to someone's life or health
- Trinity College London for the NCEA credit recognition service
- contractors and professional advisers working for Let's Go
- IT, software, hosting, payment and other service providers
- other government or regulatory agencies where required or permitted by law.

Information will only be disclosed where there is a legitimate reason connected with our services, legal obligations or regulatory responsibilities.

Information shared with Trinity College London

Let's Go has an agreement with Trinity College London relating to candidates applying for NCEA credit recognition using eligible Trinity examinations.

Under this arrangement, Let's Go provides agreed information to Trinity about candidates who use the service.

Information provided to Trinity may include:

- your name
- Trinity candidate number
- NCEA assessment or credit recognition outcome

- relevant Trinity result information
- the number and type of NCEA credits awarded.

A performance recording may be provided to Trinity where this is required to verify that the recording matches the Trinity candidate and the Trinity award or result being considered.

Trinity College London is based in the United Kingdom.

Let's Go will provide candidates using this service with access to Trinity College London's Privacy Statement.

Disclosure outside New Zealand

Some personal information may be disclosed to organisations located outside New Zealand where this is necessary for a service we provide.

Where personal information is disclosed to an overseas person or organisation, Let's Go will comply with the requirements applying to overseas disclosure under the Privacy Act 2020.

We will take reasonable steps to ensure that appropriate safeguards apply to the information, including where appropriate through contractual arrangements, comparable privacy protections or another lawful basis for overseas disclosure.

This includes information provided to Trinity College London in the United Kingdom under the Trinity NCEA credit recognition arrangement.

NZQA and government reporting

As a registered Private Training Establishment, Let's Go is required to collect, maintain and provide certain learner, enrolment, assessment and academic information to NZQA and, where applicable, other government agencies.

Information provided may include information required to:

- establish or maintain an NSN
- report Achievement Standard or Unit Standard results
- maintain a learner's New Zealand Record of Achievement
- meet enrolment and academic record requirements
- undertake moderation and quality assurance
- meet regulatory, statistical or funding requirements where applicable.

The particular information required depends on the service or education in which the learner is enrolled.

Schools and STAR or Gateway arrangements

Where a learner participates in training or assessment through a school, STAR or Gateway arrangement, Let's Go may share relevant information with that school or organisation where necessary for the arrangement.

This may include:

- enrolment information
- attendance information
- assessment outcomes
- credits achieved
- information relevant to learner safety or administration.

Information will only be shared where there is a legitimate purpose and in accordance with applicable

privacy requirements and any relevant agreement with the school or education organisation.

Storage and security

We take reasonable steps to protect personal information against:

- loss
- unauthorised access
- misuse
- alteration
- disclosure
- destruction.

Personal information and academic records may be held electronically in systems operated by Let's Go or its contracted service providers, including our student management system, SELMA.

Where paper records are held, reasonable physical security measures are used.

Access to personal information within Let's Go is restricted to staff, contractors or advisers who need access to the information for their role.

While we take reasonable security precautions, no method of transmitting information over the internet is completely secure.

Retention of information

We retain personal information only for as long as it is required for the purpose for which it was collected, or for as long as we are required or authorised to retain it by law, NZQA rules or other regulatory requirements.

As a registered Private Training Establishment, Let's Go is required to retain certain enrolment and academic records.

These requirements include:

- enrolment records being retained for at least two years after completion of the relevant education or training
- student assessment materials being retained for at least 12 months from completion of the programme, micro-credential or course in which the student is enrolled
- individual assessment and examination results being retained as permanent academic records
- recognition of prior learning, credit transfer and cross-credit arrangements, together with their evidential basis, being retained as permanent records where applicable
- records of qualification or award achievement being retained permanently.

Other information will be securely destroyed or de-identified when it is no longer required and there is no legal or regulatory requirement for us to retain it.

Accessing and correcting your information

You have the right to ask for access to personal information Let's Go holds about you and to request that information be corrected if you believe it is inaccurate.

Learners may also request access to their enrolment and academic information.

If you wish to request access to information or ask for a correction, contact the Let's Go Privacy Officer (privacy@letsgomusic.ac.nz). We will respond as soon as reasonably practicable and no later than 20 working days after receiving your request, as required by the Privacy Act 2020.

We may need to verify your identity before providing access to information.

Requests to delete information

You may contact us if you believe personal information we hold is no longer required and wish to ask us to delete it.

We will consider the request in accordance with the Privacy Act 2020 and our legal and regulatory record-keeping obligations.

We may be required to retain some enrolment, academic, assessment, financial or regulatory records even if you ask us to delete them.

Marketing communications

We may send you newsletters, updates or marketing communications where you have requested them, agreed to receive them, or where sending them is otherwise permitted by law.

You can unsubscribe from marketing communications at any time.

Choosing not to receive marketing communications will not affect communications that we need to send you about an enrolment, application, assessment, payment or other service you are using.

Privacy breaches

We take privacy breaches seriously.

If a privacy breach occurs, we will investigate and take appropriate steps to contain and manage the breach.

Where a privacy breach has caused, or is likely to cause, serious harm, we will notify the Office of the Privacy Commissioner and affected individuals as required by the Privacy Act 2020.

Where another organisation is involved in the affected information, we may also notify and work with that organisation where appropriate.

Links to other websites

Our website contains links to external websites, including government agencies, education organisations, support services and other service providers.

Let's Go is not responsible for the content, security or privacy practices of those external websites.

You should review the privacy statements of external websites before providing personal information to them.

Privacy Officer

Let's Go has a Privacy Officer responsible for overseeing privacy matters, including:

- privacy enquiries
- access requests
- correction requests
- privacy complaints
- privacy breach management.

Privacy Officer:

Email: privacy@letsgomusic.ac.nz

Making a privacy complaint

If you believe your privacy has been breached or you have concerns about how Let's Go has handled your personal information, please contact our Privacy Officer.

We take privacy complaints seriously.

We aim to acknowledge a privacy complaint within five working days and will investigate and respond as soon as reasonably practicable.

If you are not satisfied with our response, you may contact the:

Office of the Privacy Commissioner
www.privacy.org.nz

Changes to this Privacy Statement

We may update this Privacy Statement from time to time to reflect changes in our services, systems, legal requirements or regulatory obligations.

The current version will be published on our website.

Where a change materially affects how personal information already provided to us will be used or disclosed, we will take reasonable steps to notify affected individuals where required.

Document: Privacy Statement
Owner: Let's Go Educate Limited
Version: 3.1 (draft, September 2026)
Approval date: 24 September 2026