



PRIVACY AT NETSAFE – CHILDREN & YOUNG PEOPLE

Read this to find out what we do with information about you.

Who is Netsafe?

We're an independent online safety organisation focused on keeping people safe online. We're here to help you stay safe online by offering self-help tips and supporting anyone dealing with any online problem like bullying, harassment and abuse.

What's a privacy statement?

We're required by law to tell you things about the personal information we collect about you and how we use it. It's a good idea to read this, to understand why and when we might have to share your information with someone else.

If you're under 16, we recommend letting your caregivers know that you are dealing with Netsafe and talking through your situation with us. Ask your parents to read this statement and tell them they can also find out more about what we do with information at netsafe.org.nz/privacy-policy/.

What's personal information?

Personal information is any information that could be used to identify you or that is about you. It includes your name, email address or phone number. It could also include a picture of you or a description of something that happened to you. Personal information can be sensitive too, like when you tell us how something made you feel.

What information does Netsafe need about me?

You don't always have to give us your information when you talk to us. If you just need some advice about a general problem, we may not need to know who you are. But if you want us to help you sort out a particular problem, like helping take down an online post about you, then we will need to know your name and collect details about what happened.

The sorts of information we might collect includes:

- basic facts about you, like your name, email address, online username, age, what sex you identify as and ethnicity
- information about the problem you need help with, like facts, images or screenshots from your phone, copies of emails or text messages, and anything else you might give us (like a letter from your doctor or your parents)
- records of the things we do to help you, like recording our phone calls, emails with our team, and our records about your problem

What will Netsafe do with my information?

We know you care what we do with your information, and who we talk to about you. You can trust us to look after your information. We're all trained to keep your information safe and use it only to do the things you've asked us to do.

If we need to talk to someone else about you, like if we need help to fix your problem or if we think you might be unsafe, we will usually tell you first. We will only share the information that really helps you.

The sorts of people we might share your information with include:

- your parents/caregivers or whānau (if we think you might need help to stay safe)
- the Police (if we think they need to help you too)
- Oranga Tamariki (this is the government agency that helps children who might be unsafe)
- Your school (if we really think they need to know about your problem, to help you or help others like you)

How can I find out what information Netsafe holds about me?

You can ask us for a copy of your personal information at any time, and you can ask us to correct your information if you think it's wrong. If you want to make a request, find out more about what we do with your information, or provide feedback about something we've done, you can talk to our Privacy Officer by calling 0508 638 723 or emailing help@netsafe.org.nz.