SAFE FOR CHILDREN

Equipping you to protect our kids

TERMS AND GUIDELINES

for Safe for Children training and online services

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Training Fee Payment Terms

1. Online and face-to-face training fee payment terms

1.1 All fees must be paid in full prior to a course, unless an organisation is an approved Safe for Children account holder and has requested payment by invoice.

1.2 All fees are charged in New Zealand dollars and are inclusive of GST.

2. Training fee payment methods

2.1 We accept these four methods of payment:

i. **PayPal**: If you have a PayPal account you can make payment to our PayPal account via our secure online PayPal portal when you register for your training via our online training calendar: www.safeforchildren.co.nz/online-training.

ii. **Credit Card**: If you would like to pay by credit card, then we have a secure online credit card payment option via PayPal that you may use when you register for an online training. To register and pay by credit card please register via our online training calendar: www.safeforchildren.co.nz/online-training.

iii. **Internet Banking/Electronic transfer**. Email: admin@safeforchildren.co.nz and we will provide our banking details so you can transfer your course fee straight away.

iv. **Direct Deposit**: You can also go to your bank and do the transaction over the counter. Email: admin@safeforchildren.co.nz and we will provide our banking details so you can transfer your course fee straight away.

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Approved Account Holder Payment By Invoice Terms

1. Approved account holder payment by invoice guidelines

1.1 Only an approved Safe for Children account holder can request payment by invoice.

1.2 To become an approved account holder an account holder application form must be completed in full and submitted to admin@safeforchildren.co.nz for approval.

1.3 For further information about becoming an approved Safe for Children account holder please see account holder application guidelines, pages 5 and 6.

2. Approved account holder payment by invoice terms

2.1 An invoice for payment will be sent to the approved Safe for Children account holder at the end of the calendar month.

2.2 Payment terms are 7 days.

2.3 A 10% penalty fee may apply if payment is not received within 20 working days of date of invoice. A penalty fee notice will be sent via email prior to a penalty fee being applied.

2.4 Any referral to a debt collection agency would be an absolute last resort. However, if no arrangements for payment are made the account will be forwarded to Credit Consultants Debt Services NZ Limited. All costs in relation to the collection of the overdue account will be added to the outstanding invoice for payment.

2.5 Any questions or queries arising from the way in which Safe for Children manages its payment terms can be emailed to donna@safeforchildren.co.nz.

3. Account holder payment by invoice payment methods

3.1 We accept these two methods of payment for invoices:

i. **Internet Banking/Electronic transfer**. We will provide our bank details to you so you can transfer your invoice fee by bank transfer/electronic transfer straight away. For your convenience, our bank account details will be on the bottom of your invoice for payment.

ii. **Direct Deposit**: You can also go to your bank and do the transaction over the counter. We will provide our bank details to you so you can transfer your invoice fee by bank transfer/electronic transfer straight away. For your convenience, our bank account details will be on the bottom of your invoice for payment.

Account Holder Application Guidelines

1. Who can become a Safe for Children account holder?

1.1 In order to become an account holder and purchase on behalf of an organisation you need to become an 'approved' Safe for Children account holder.

1.2 This can be any NZ business, school, early childhood centre, after school programme, club, not-for-profit charity or any other organisation.

2. How much does it cost?

2.1 Becoming an account holder is free.

3. How do I become an approved Safe for Children account holder?

3.1 A Safe for Children account holder application form must be completed in full and submitted to admin@safeforchildren.co.nz for processing.

3.2 Alternatively you can contact Safe for Children to process your application over the phone:

Freephone: **0800 SAFE4KIDS**

3.3 It is the aim of Safe for Children to process all applications within 2 working days. Credit checks may be undertaken during this time.

4. Application requirements

4.1 A Safe for Children account holder application must confirm the following details:

- Business trading name
- First and last name of account holder contact person
- Job title
- Email address
- Business address (physical)
- Phone number
- Acknowledgement of payment terms

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Safe for Children account holder application form

Business, school, early childhood centre, after school programme, club, not-for-profit charity or any other organisation trading name:	Date:
First and last name of account holder contact person:	
Account holder contact person job title:	
Account holder contact person email address:	
Business address (physical):	
Phone number of organisation: Mobile phone number of account holder contact person:	

Please sign below to acknowledge you have read and understood the following account holder payment terms.

- An invoice for payment will be sent via email to you (the approved Safe for Children account holder) at the end of the calendar month.
- We will provide our bank details to you so you can transfer your invoice fee by bank transfer/electronic transfer straight away. For your convenience, our bank account details will be on the bottom of your invoice for payment.
- Payment terms are 7 days.
- A 10% penalty fee may apply if payment is not received within 20 working days of date of invoice.
- Any referral to a debt collection agency would be an absolute last resort. However, if no arrangements for payment are made the account will be forwarded to Credit Consultants Debt Services NZ Ltd. All costs in relation to the collection of the overdue account will be added to the outstanding invoice for payment.
- To view our Training Cancelation and No-show Policy terms please follow this link www.safeforchildren.co.nz/online-training. Signing below acknowledges you have read and understood our training cancelation and no-show policy terms.
- Any questions or queries arising from the way in which Safe for Children manages its financial transactions can be emailed to donna@safeforchildren.co.nz.

Name:	Signed:

Please submit your Safe for Children account holder application form to admin@safeforchildren.co.nz for processing. Alternatively you can phone Safe for Children to process your application over the phone. Freephone: (0800) SAFE4KIDS.

It is the aim of Safe for Children to process all applications within 2 working days. Credit checks may be undertaken during this time.

Online Training Cancellation & No-Show Policy

1. Online training cancellation & no show policy statement

1.1 The number of attendees in each live online training session is limited in order to provide the most effective training environment for Safe for Children learners. Due to our attendee limit, if you cancel your registration or don't show up training fees may be charged. The following cancellation and no-show procedures apply to all Safe for Children online training registrations.

2. Online training cancellation & no show procedures

2.1 To cancel a registration please email: admin@safeforchildren.co.nz or phone: 0800 SAFE4KIDS.

2.2 Cancellations received more than 24 hours prior to a live online training will be refunded the full training fee.

2.3 Cancellations received within 24 hours of a live online training will be invoiced the full training fee. However, we understand that scheduling conflicts can arise at the last minute, therefore as a courtesy we will apply 100% of your payment toward any future Safe for Children training within 6 months of the cancellation date.

2.4 Registration (attendee) substitutions may be made at any time.

2.5 Please note that if you do not cancel and do not attend, you will be invoiced the full training fee for payment.

2.6 For further information regarding cancellations and refunds, please contact Donna at donna@safeforchildren.co.nz.

3. Cancellation of a training by Safe for Children

3.1 Safe for Children reserves the right to cancel or change a live online training. Whilst this is not the norm, this may be necessary due to a lack of registrations or trainer availability.

3.2 Where possible, notification will be provided within 24 hours of the training.

3.3 The registered organisation/individual will not be charged for the training.

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Privacy Policy

1. Privacy policy statement

1.1 We respect an individual's right to privacy and their right to view and update the personal information we hold about them.

1.2 This privacy policy describes how Safe for Children deals with personal information, and how we protect an individual's privacy. Personal information is information about an identifiable individual (a person).

1.3 We will only deal with an individual's personal information in accordance with the Privacy Act 1993 and this privacy policy.

2. Who do we collect an individual's personal information from

2.1 We collect personal information about individuals from:

- individuals, when they provide that personal information to us, including via our website and any related service, through any training registration or subscription process, through any contact with us (e.g. telephone call or email), or when an individual buys or uses our services
- third parties where an individual has authorised this or the information is publicly available.

2.2 If possible, we will collect personal information from individuals directly.

3. How we use an individual's personal information

3.1 We may use an individual's personal information:

- to verify an individual's identity
- to provide our services to an individual
- to promote our services to individuals, including contacting individuals electronically (e.g. by text or email for this purpose)
- to keep individuals informed of Safe for Children news, training and events
- to improve the services that we provide to individuals
- to undertake credit checks of individuals (if necessary)
- to invoice individuals and to collect money that individuals owe us, including authorising and processing credit card transactions
- to respond to communications from individuals
- to respond to any customer support issues
- for any other purpose authorised by individuals or the Act.

4. Email communications

4.1 All new Safe for Children learners, customers and expert partners will be signed up to automatically receive email marketing communications.

4.2 Individuals can choose to be removed from email marketing communications by following the "unsubscribe" prompt at the bottom of each email or by updating their preferences by emailing: admin@safeforchildren.co.nz or phoning: 0800 SAFE4KIDS.

5. Disclosing an individual's personal information

5.1 We will not sell or rent an individual's personal information to any third party. But we may share an individual's contact information with trusted third parties that work on our behalf to distribute our email or deliver our web based online training tools.

5.2 These companies will only use an individual's personal information in accordance with the Privacy Act (or equivalent overseas legislation) and this privacy policy and will never share or on-sell any information that they hold on behalf of Safe for Children.

5.3 We pass on training and evaluation results to trusted third parties that work on our behalf to deliver training in an aggregated format. The training and evaluation results do not contain any personally identifiable or personal information.

5.4 We will only disclose an individual's personal contact information to trusted third parties that work on our behalf as an expert partner if authorised by an individual.

6. Protecting an individual's personal information

6.1 We will take reasonable steps to keep an individual's personal information safe from loss, unauthorised activity, or other misuse. We keep an individual's information safe by storing it in safe files and only allowing certain staff to access it.

7. Links to other websites

7.1 Our website provides links to other websites when we consider individuals may be interested in the contents of those sites. We do not endorse any third party sites or their content and we have no control over the conduct of the companies or organisations operating those sites. Before individuals disclose any personal information to another site, we advise individuals to check its terms and conditions, including its privacy and security policies.

8. Updating and correcting an individual's personal information

8.1 We will take reasonable steps to ensure that the personal information that we hold is accurate, up-to-date and complete. Individuals can update their personal information at any time by contacting Safe for Children. Please contact us at: admin@safeforchildren.co.nz, or phone: 0800 SAFE4KIDS, or write to us at: P.O. Box 99762, Newmarket, Auckland 1149.

8.2 Safe for Children welcomes any changes to an individual's personal information so as to keep our records up to date.

9. Changes to this policy

9.1 We may change this policy by uploading a revised policy onto our website www.safeforchildren.co.nz. The change will apply from the date that we upload the revised policy.

10. Further information

10.1 This policy does not limit or exclude any of an individual's rights under the Privacy Act. If an individual wishes to seek further information on the Act, please see www.privacy.org.nz.

Complaints Policy

1. Complaints policy statement

1.1 At Safe for Children we value feedback. We are committed to ensuring customers, partners, stakeholders and individuals have the best possible experience with us.

1.2 We will take any complaint seriously, work with the complainant to resolve the issue, and will use any comments as an opportunity to learn and improve our services.

2. Complaints procedures

2.1 Our complaints procedures will be exercised in a way that will ensure any person making a complaint has the opportunity to be heard and treated fairly, and that the concerns raised will remain confidential to the parties involved.

2.2 The following procedures will be worked through step by step. These procedures can be ended at the completion of any step, so long as both parties are satisfied. If not, continue to the next step. At any point of intervention, all parties have the right to have a support person present.

Step 1	Approach the person directly about the problem in the first instance.
Step 2	If you are not satisfied, give a written description of the grievance to the Director of Safe for Children. You will need to write to the Director either via email or letter: donna@safeforchildren.co.nz OR The Director, Safe for Children, P O Box 99762, Newmarket, Auckland 1149. Note: This written grievance is a private document and will be seen only by the Director, an independent mediator (if appropriate) and the person the complaint is directed at. The Director will notify the person making the complaint that the complaint has been received within 2 working days.
Step 3	The person that the complaint is about will be notified of the complaint and given an opportunity to read the written complaint and respond to the Director. If the Director is unable to resolve the complaint at this stage, or within 15 working days, the Director will move to **Step 4**.
Step 4	The Director will appoint an independent mediator to hear from the person making the complaint and the person the complaint is against. The person making the complaint will be given two dates to choose from, and a meeting, where possible, will take place within 10 working days.
Step 5	The Director will meet with both parties together with an independent mediator as facilitator, within two weeks of the previous meeting. From this meeting the Director will make a final decision and direct any action to take place. The person making the complaint will be able to choose from two dates for the meeting.
Step 6	If the complainant is not satisfied, the Director will advise the complainant of further avenues, e.g. a third party dispute resolution service.

3. Assessing complaints

3.1 When we assess concerns raised, it is our aim to:

- keep an open mind and take a fresh look at the issues raised
- acknowledge any mistakes and put them right
- have our response checked for quality, completeness, and accuracy
- be fair
- see things from the point of view of the person making the complaint
- understand the reasons why the complaint has been lodged and address those reasons
- operate within legal boundaries and Safe for Children policies.

4. What we need from you

4.1 It will make it easier for us to resolve your complaint if you (the person making the complaint):

- clearly identify the grounds for the complaint
- provide any extra information we ask for
- act honestly and treat us with courtesy and respect – we'll do the same for you (the person making the complaint).

5. Reviewing complaints

5.1 A central complaints register will be held in the Safe for Children management drive for review and audit purposes.

5.2 Management will periodically review any complaints and check for patterns in the type, nature and handling of complaints.