

Whangarei District Council

***Privacy Statement
(For external use)***

***Supplement
to Policy
214***

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Legislative Requirement

Compliance with the Privacy Act 2020.

Purpose

To inform Council's customers how, and why the Whangarei District Council collects and stores personal information, what we will use it for and when we share it.

Policy Statement – for External Audience

Your privacy is important to us. Our Privacy Statement sets out how, and why the Whangarei District Council collects and stores your personal information, what we will use it for and when we can share it.

We take our obligations under the Privacy Act 2020 (the Privacy Act) seriously and this Privacy Statement has been prepared in accordance with that Act.

Certain services we provide may be subject to additional terms and conditions around privacy. Therefore, we recommend that you always carefully read the terms and conditions that apply to the particular service you are using.

To keep up with changes to our business, Council may occasionally update this Privacy Statement.

What personal information does Council collect?

We need to collect personal information for a number of reasons, however, we will only do this where it is a necessary part of a function or activity of Council.

The information we collect may include your name, gender, date of birth, image, addresses, email address, or telephone number where relevant to responding to your requests for information or providing you with our services and/or use of our facilities.

We may also collect personal information regarding your communications with us, or how you interact with us.

How we collect personal information?

Wherever possible your personal information will be collected from you, or anyone you authorise to provide us with your personal information.

We may collect personal information when you, or someone acting on your behalf, provides it to us directly. For example, when you:

- Communicate with us in person, by letter, phone or electronically.
- Submit forms or applications for consents, licences, approvals, permits, or funding.
- Use, or register for, any of our services or facilities such as our online services and apps including libraries, hire of Council facilities, online payment services newsletters or service updates.
- Submit a written submission, request or other feedback.
- Follow or post comments on our social media or other online communications.
- Apply for a job with us.
- Appear in any images and audio from Closed Circuit Television or body cameras, as described below.

This is a list of examples only and any interaction you have with us may result in Council collecting your personal information.

We may monitor and record your phone calls with us for quality control or staff training purposes.

We may collect personal information about you from other third parties to help us provide services to you and to fulfil our regulatory obligations. These might include:

- Related organisations such as Council Controlled Organisations and Council Controlled Trading Organisations.
- Suppliers, including organisations such as:
 - Valuer's
 - Solicitors/ conveyancers
 - Government Departments including Land Information New Zealand and the Police
 - Credit reporting agencies, and other third parties where you have expressly authorised us to obtain your information from them.

When you visit or return to one of our websites, we may use technology solutions such as cookies to provide you with better access to tailored information and services.

We use Google Analytics to further understand how some of our services may be improved. Google Analytics relies on the use of cookies. For details on what information is collected via the use of cookies, and how it is stored and used, see Google's privacy policy (<https://policies.google.com/>).

We may use non-personalised statistics to monitor site traffic, to analyse trends, to gather demographic information about those who use our services, to improve our services and to improve user experience. These anonymised and/or amalgamated statistics do not include personal information.

We may collect video footage and photographs through various means, including:

- Closed circuit Television (CCTV) may be used in particular areas to monitor traffic movements, secure facilities such as services centres, libraries, parking facilities and recreation centres, and to monitor public places in order to help reduce crime and anti-social behaviour. Where possible, signage will advise when CCTV equipment is being used. Only authorised people will be able to watch the CCTV footage for the purposes mentioned above or to regularly check the system is working. We will not actively attempt to identify individuals from the CCTV footage unless a reported or suspected incident needs investigation.
- Council's compliance staff, including our enforcement contractors, Armourguard and City Safe may wear body cameras, which are activated as required. This is to reduce abusive or threatening behaviour. Recordings of violent or threatening incidents will be forwarded to the New Zealand Police and the recordings are otherwise disposed within a reasonable timeframe.
- Some public sessions of Council meetings are broadcast live online and then made available on our website and social media channels. Signage will clearly state the meeting may be filmed before you enter the meeting room. Elected members will mostly be filmed as they speak and debate at the meeting. However the filming may include shots of the public in the background and anyone speaking in a public session.

How we use your information

The personal information we collect from you, or someone acting for you, may be used for any of the following purposes:

- To provide you with service or facilities
- To confirm your identity so we can provide you with relevant services and information, and avoid inappropriate release of your information.
- To process any consent, licence, approval, permit or other authorisation which you have applied for.
- To process your application to use or register for any of our service or facilities, including our online services.
- To process payments received or made by the Council.
- To respond to your requests, enquiries, feedback or for other customer care related activities.
- To update any information that we hold about you in our existing records or databases.
- To assist us in analysing and improving our services.

- To comply with relevant legal requirements
- For any specific purpose that we tell you about when your personal information is first collected.
- To provide you with information about our events, news, services or facilities that we think may interest you.
- For general administrative and business purposes
- For any other purpose that you authorise.

Sharing your information

Information will only be shared with your consent, or where there is a statutory requirement to share it.

We may disclose personal information about you to:

- Any person engaged by the Council to provide services to you on our behalf where your personal information is necessary for the provision of those services.
- Our related organisations, including our Council Controlled Organisations, to assist with the services they provide.
- A third party, if we are required to do so under the law or in the course of legal proceedings or other investigations. This may include sharing CCTV footage, and footage from body cameras worn by compliance staff, including our enforcement contractor with New Zealand Police or other public sector agencies where criminal activity is reported or suspected. The New Zealand Police or their delegates may also access live feeds or historical recordings from certain CCTV cameras from time to time for law enforcement, investigation and emergency response purposes.
- Any person we may notify you of at the time we collect your information, and any person to whom you authorise us to disclose your personal information.

Some of the personal information we hold about customers may be required to be made available to the public under provisions contained in other legislation such as the Building Act 2004 and the Local Government (Rating) Act 2002, including information held on property files, building consent files and our rating information database.

Any submissions you make in relation to bylaws, annual plans and long-term plans, district or regional plans, or draft or proposed strategies and policies are also made available in full (including the submitters name and contact details) on our website and at our main office

Likewise, we may publicly disclose video footage or Council meetings that are intended for broadcast or to be otherwise available for public viewing.

How long do we hold personal information?

We may retain personal information we collect for as long as administratively necessary or required by law. This is in accordance with the Council's information retention and disposal schedule or applicable statutory requirements. Council uses the Association of Local Government Information Management (ALGIM) retention and disposal guidelines when determining the life of a document.

The Public Records Act 2005 requires us to retain protected records indefinitely. In some circumstances, your personal information may be included within a protected record, including submissions you make in relation to bylaws, annual plans, and district or regional planning instruments.

If you do not provide requested personal information

If you do not provide all the personal information that we request, we may not be able to adequately respond to your correspondence, process any applications you have submitted,

provide the services or facilities you have requested or registered for, process payments, or otherwise deal with any requests or enquiries you have submitted.

In some circumstances, you are legally obliged to provide information and the Council is fulfilling a statutory requirement in collecting that information from you.

Security and accuracy

We have implemented reasonable measures designed to keep your information safe and secure, and protected against loss, other misuse, and unauthorised access, use, modification, or disclosure.

We will also undertake reasonable measures to ensure personal information is accurate, current and relevant.

In the event that we become aware of a potential breach of privacy we will investigate the cause of the breach, take action to prevent further breaches from occurring and, if appropriate, make reasonable endeavours to contact any affected parties. As required under the Privacy Act, we will report all breaches that may cause serious harm to the Office of the Privacy Commissioner (OPC). Further details are provided below around how to get in touch with the OPC.

Accessing and correcting your personal information

You can ask us to confirm whether we hold any personal information about you, and you may request access to your personal information by emailing us at **mailroom@wdc.govt.nz**

Once we have verified your identity, we will provide you with confirmation and access, unless we believe it is necessary to withhold the information under the Privacy Act.

You can also ask us to correct the personal information we hold about you by emailing us at **mailroom@wdc.govt.nz**. If we agree that your personal information needs to be corrected, we will do so and provide you with an amended record, if requested.

Your right to access and correct any personal information we hold is subject to the Privacy Act.

Questions or complaints

If you feel we have breached any of the principles set out in the Privacy Act or have a privacy issue you wish to discuss, please contact us via:

Website: <https://www.wdc.govt.nz/Council/Contact-Us>

Email: mailroom@wdc.govt.nz

Phone: 09 430 4200 or 0800 932 463

If you believe there is a privacy dispute we cannot resolve, you can make a complaint to the Privacy Commissioner, who can investigate potential breaches of the privacy principles. You can contact the Privacy Commissioner by:

Phone: 0800 803 909 (Monday to Friday, 10:00am to 3:00pm)

Email: enquiries@privacy.org.nz

By Post: Office of the Privacy Commissioner, PO Box 10094, Wellington 6143

More information is available on their website: <https://www.privacy.org.nz/>

Relevant Legislation

[Privacy Act 2020](#) Note: disclosure requirements contained in other legislation may override the privacy principles covered by the Privacy Act 2020, and this policy statement.