



**WHANGANUI
DISTRICT COUNCIL**
Te Kaunihera a Rohe o Whanganui

Privacy Statement



Whanganui District Council Policy

Originator:

Bryan Nicholson

Contact person for enquiries:

Executive Leadership Team

Approved by:

Executive Leadership Team

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Introduction

This privacy statement explains how the Whanganui District Council collects, stores, uses and shares your personal information.

Your privacy is important to us. The Privacy Act 1993 (Privacy Act) requires us – like any other New Zealand agency – to tell you certain things about the personal information we need to carry out our functions. This is where we explain our privacy practices and why you can trust us to handle your information with care and respect.

This Privacy Policy governs our collection, use and disclosure of your personal information (as defined in the Privacy Act) and has been prepared in accordance with our obligations and your rights set out in the Privacy Act. We may change this Privacy Policy from time to time, for example to reflect changes to the Privacy Act, so feel free to check in again occasionally to see what might have changed..

This statement was last updated in March 2019.

1. The kinds of personal information we collect

The personal information we collect may include your name, date of birth, addresses, email address, telephone numbers, gender, information on your use of our services or facilities and any other information provided by you or a person acting on your behalf in connection with, or specifically related to your communications with us or, your use of our services or facilities. It may also include information that others provide us about you or that we otherwise collect in relation to our compliance activities.

2. Collecting your information


We may collect personal information about you as set out below:

- We may collect personal information about you when you or someone acting on your behalf provides information to us directly. For example when you:
 - apply for employment with us
 - correspond with us, whether in person, by letter, phone, text, email, instant messages or other means of electronic communication
 - complete and submit forms we provide for applications for consents, licences, approvals, permits, funding or other authorisations or for the use of any of our services or



facilities, including signing up for and using our online services and apps, such as our online payment services

- prepare and submit a written submission, request or other feedback in relation to applications for consents, licences, approvals, permits, funding or other authorisations, or in relation to any form of draft or proposed plan, policy, bylaw or other document
 - use any of our services or facilities
 - subscribe to any of our newsletter or update services
 - follow or post comments on our social media or other facilities
- We may keep a record of any information that you acquire from us.
 - We may monitor and record phone calls made to or by us for quality control or staff training purposes. If a call you make to us, or that we may make to you, is to be monitored and recorded, you will be informed of this at the time of the call.
 - We may collect personal information about you from other organisations, entities or persons, such as:
 - Our related organisations including Council Controlled Organisations
 - Our suppliers which include organisations such as:
 - Land Information New Zealand
 - QV
 - Solicitors/conveyancers
 - Persons raising concerns about activities on your property or at your business
 - The New Zealand Police, credit reporting agencies and other organisations, entities and persons where you have expressly authorised them to provide us with information.
 - When you visit one of our websites, we may use technology solutions such as “cookies” to provide you with better access to tailored information and services on the websites and to better serve you when you return to them.
- Our internet service providers may also make a record of your visit and log information for statistical purposes. This information is only analysed on a bulk basis for broad demographic content. Individual use is not analysed. We do not attempt to identify users or their browsing activities unless they choose to give us personal information while using our website.
- “Closed Circuit Television” (CCTV) is used in particular areas to monitor pedestrian and traffic movements, Council facilities such as libraries and recreation centres, and monitor public places in



order to help reduce crime and anti-social behaviour and to promote community safety.

- Signage advising of CCTV equipment will give notice of areas covered by such equipment. CCTV footage will only be viewed by authorised people in accordance with the purpose noted above or for the purposes of regularly checking the system is operational. No attempt is made to identify individuals from CCTV footage except in relation to a reported or suspected incident requiring investigation.

3. Using your information

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

- To provide you with services or facilities, including those you have requested and those that assist our Council Controlled Organisations to provide services or facilities to you.
- To positively confirm your identity. This is to avoid inappropriate release or use of your information.
- To respond to correspondence or to provide you with information that you have requested.
- To process your application for any consent, licence, approval, permit or other authorisation for which you have applied.
- To process your application to use or to register for any of our services or facilities, including our online services.
- To process payments received or made by council.
- To respond to your requests, enquiries or feedback, or for customer care related activities.
- To provide you with information about our events, news, services or facilities, or the events, news, services or facilities of our Council Controlled Organisations that we consider may be of interest to you.
- To comply with relevant laws and regulations.
- To carry out activities connected with the running of our business or operations such as public consultations, personnel training, or testing and maintenance of computer and other systems.
- For any specific purpose which we notify you of at the time your personal information is collected.
- For general administrative and business purposes.



4. Sharing your information

We may disclose personal information about you to:

- Any person engaged by the council to provide products or services to you on our behalf, where your personal information is necessary for the provision of those products or services.
- Council Controlled Organisations, in order to assist with the functions and services that they provide.
- A third party if we are required to do so under any laws or regulations, or in the course of legal proceedings or other investigations. This may include sharing CCTV footage with the New Zealand Police or other public sector agencies where criminal activity is reported or suspected. The New Zealand Police may also access live feeds from certain CCTV cameras from time to time, for law enforcement, investigation and emergency response purposes.
- Any person you authorise us to disclose your personal information to.
- Any person, if that information is held in a public register, e.g. information held on property files or the rating information database.

5. What if you do not provide the information we request?

If you do not provide us with all of the personal information about you that we request from you, 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, process payments or otherwise deal with any requests or enquiries you have submitted.

In some circumstances, failure to provide information when requested may be unlawful, and/or result in legal consequences. These circumstances and the potential consequences will be explained to you when your personal information is collected for those purposes.

6. Security and accuracy

We take reasonable steps to ensure personal information is:

- protected against loss, damage, misuse and unauthorised access.
- accurate, up to date, complete, relevant, and not misleading.



7. How long we hold personal information

We may retain all personal information that we collect (on both our active systems and our archive systems), for as long as administratively necessary, in accordance with the council's information retention and disposal schedule.

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.

8. Accessing and correcting your information

The Privacy Act gives you rights to request access to and correction of the personal information we hold about you. You can take steps to control the ways we use your information (such as opting out of receiving newsletters). However, you do however need to be aware that, because of other legislation that we are bound by, including the Public Records Act 2005, there are limits on the extent to which we can amend or delete information from our records.

8.1 Requesting access to or correction of your information

You have the right to request a copy of the personal information we hold about you (whether we have collected from you directly or from a third party). You also have the right to ask us to correct your information if you think it is wrong.

We will process your request as soon as possible, and no later than 20 working days after we receive it. We will be as open as we can with you, but please note that your right to request personal information is subject to section 116 of the Privacy Act, which requires that we maintain secrecy, in some instances even from you.

We may also occasionally need to withhold personal information under sections 27-29 of the Privacy Act, for example where the information requested is legally privileged. However, we will only ever withhold information where necessary.



8.2 Opting out of certain uses of your information

8.2.1 Engagement information

You can opt out of receiving our newsletter or being included on any other subscription list or news feed by following the unsubscribe link at the end of the email or contacting us.

8.2.2 Compliance information

You cannot opt out of your personal information being used by us where we are exercising one of our statutory functions and your personal information is necessary for us to exercise this function.

9. How to contact us and raise privacy concerns

For further information about this Privacy Statement or if you think that we have breached our obligations, you may make a complaint to our Privacy Officer by writing to WDC@whanganui.govt.nz

or:

Whanganui District Council – Privacy Officer
PO Box 637, 101 Guyton Street, Whanganui 4540, New Zealand.
Phone: 06 349 0001 Fax: 06 349 0000
Email: WDC@whanganui.govt.nz

You can also call the Privacy Commissioner's privacy hotline: 0800 803 909.

9.1 Privacy Officer

Section 23 of the Privacy Act states that all agencies must have at least one Privacy Officer. WDC's Privacy Officer is the Chief Operating Officer.

9.2 Official Information Act and LGOIMA Requests

We encourage you to make any enquiry or formal request for information in terms of the Local Government Official Information and Meetings Act 1987, or the Privacy Act 1993 in writing to WDC@whanganui.govt.nz