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| <br><b>KAIPARA DISTRICT</b><br><small>Te Opeke Te Hāroki</small> | <b>Title of Policy</b> | Customer Privacy  |                         |            |
|  | <b>Sponsor</b>         | Chief Executive   | <b>Authorised by</b>    | ET         |
|  | <b>Author</b>          | Hannah Gillespie, General Manager People and Capability | <b>Date authorised</b>  | 08/03/2018 |
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*Your privacy is important to Kaipara District Council (referred to in this Customer Privacy Policy as “we”, “our” or “us”) and we are committed to ensuring that your personal information is protected.*

*This Customer Privacy Policy explains how we collect, use and disclose the personal information (as defined in the Privacy Act 2020 (Privacy Act)) that we collect from you or which we have obtained from a third party. It sets out various rights that you have in relation to that personal information. This Customer Privacy Policy has been prepared in accordance with our obligations and your rights set out in the Privacy Act. Please take a moment to read and understand it.*

*We may modify or amend this Customer Privacy Policy at any time and for any reason. You can view our most current Customer Privacy Policy on our website.*

## **1 How we collect personal information**

We collect personal information in the following ways:

- a) Directly from you or third parties acting on your authority or who you authorise us to make contact with about you. For example, when you:
  - i) apply to work at Kaipara District Council;
  - ii) correspond with us, whether in person, by letter, telephone, text, email, instant messages or other means of electronic communication;
  - iii) contact us seeking information about us, our products or services;
  - iv) 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;
  - v) 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;
  - vi) use any of our services or facilities and in the course of providing our products and services to you;
  - vii) subscribe to any of our newsletter or update services;

- viii) follow or post comments in response to our social media or other facilities such as Facebook, Twitter, LinkedIn, YouTube, etcetera; and
  - ix) have a telephone conversation with us. We monitor and record telephone calls made to or by us for quality control and/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.
- b) We may collect personal information about you from other organisations, entities or persons, such as:
- i) Our related organisations; and
  - ii) External organisations such as:
    - Land Information New Zealand;
    - Quotable Value;
    - Solicitors/conveyancers; and
- c) The New Zealand Police, credit reporting agencies and other organisations, entities and persons.
- d) Through your use of our website and the services and functionality offered through it. For example, 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.
- e) 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.
- f) Publicly available information searched as part of the provision of our products and services to you or any applications to work with us.
- g) Closed Circuit Television (**CCTV**) is used in particular areas. Further detail in relation to our use of CCTV cameras is set out in the Council’s Privacy Notice.
- h) Body cameras on field compliance staff when entering private properties.

## **2 What kind of personal information does Kaipara District Council collect?**

We collect the personal information you give us (including for example your name, date of birth, addresses, email address, telephone numbers, gender, information on your use of our services or facilities) and as acquired through the other sources or means mentioned above. We may also keep a record of any information that you acquire from us.

If you are providing us with personal information about someone else, it may be necessary to make sure that person is aware that we are collecting, using, and disclosing their personal information. Please ensure you comply with your privacy obligations relating to the personal information of others that you provide to us. We can discuss this with you if the matter arises.

### **3 How we use your personal information**

The personal information that we collect from you or third parties may be used for any of the following purposes:

- a) To provide you with products, services or facilities and to otherwise fulfil our obligations, including those you have requested.
- b) To improve, develop, market and provide information about us and our products and services (subject to any confidentiality requirements), including:
  - a. Working with you to develop ways in which we can improve our products and services and the way we deliver them, for you specifically and generally; and
  - b. Addressing any particular matters you raise with us in connection with our products and services.
- c) To positively confirm your identity.
- d) To respond to correspondence or to provide you with information that you have requested.
- e) To process your application for any consent, licence, approval, permit or other authorisation for which you have applied and complete your application.
- f) To process your application to use or to register for any of our services or facilities, including our online services.
- g) To process payments received by or made by Council.
- h) To respond to your requests, enquiries or feedback, or for customer care related activities.
- i) To comply with any legal requirement, including any applicable law, court order, other judicial process, regulations, and otherwise required or permitted by law.
- j) To carry out activities connected with the running of our business or operations such as personnel training or testing and maintenance of computer and other systems.
- k) For recruitment purposes, including assessing your suitability for a position with us.
- l) To enforce our agreements with you (including to supply, and invoice for, products and services ordered by you, and to collect payment).
- m) To protect our rights, property or safety or those of third parties, including our employees, contractors, suppliers, users of our website, or products or services.
- n) For general administrative and business purposes.
- o) For any specific purpose which we will notify you of at the time your personal information is collected.

### **4 How we may share your personal information**

In providing our products and services to you, or in carrying out any of the other functions mentioned above, we may disclose your personal information to:

- a) Any person engaged by 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.
- b) 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.

- c) Third party service providers including:
  - a. IT systems or service providers;
  - b. data management, processing and storage service providers;
  - c. auditors;
  - d. banks and other financial service providers; and
  - e. third parties engaged in the course of providing our services (such as contractors).
- d) Where third party service providers are based overseas, we will take reasonable steps to satisfy ourselves that they are subject to privacy laws that, overall, provide comparable safeguards to those in our Privacy Act in New Zealand, or take such steps in accordance with the Privacy Act.
- e) 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.
- f) Any person or agency you authorise us to disclose your personal information to.
- g) Any person or agency, 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 us with the personal information requested?**

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, products 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.

## **6 How we store your personal information**

We take reasonable steps to ensure personal information collected is:

- a) Protected against loss, damage, misuse and unauthorised access.
- b) Accurate, up to date, complete, relevant, and not misleading.

Data will be stored in accordance with the Data and Information Compliance Policy.

## **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) in accordance with 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.

Our Dargaville Library customer data is held in accordance with the Confidentiality of Library Records Policy.

## **8 Accessing and correcting your personal information**

You have the right to request confirmation of whether or not we hold any personal information about you, and you have the right to request access to your personal information that we hold by contacting our Privacy Officer at [privacy@kaipara.govt.nz](mailto:privacy@kaipara.govt.nz) or otherwise contacting us, at the addresses provided below.

Once we have verified your identity, we will provide you with such confirmation and access unless one of the grounds for refusal to do so under the Privacy Act applies. You may request that the personal information we hold about you be corrected by emailing us at [privacy@kaipara.govt.nz](mailto:privacy@kaipara.govt.nz). If we agree that your personal information is to be corrected, we will provide you with an amended record of your personal information, if requested.

If you request the correction of your personal information, you have the right to provide us with a statement of the correction sought to the information. You have the right to request us to attach the statement of correction to the information, if we do not make the corrections sought.

Your rights of access to and correction of any personal information we hold about you are subject to the procedures set out in the Privacy Act.

## **9 Privacy breaches**

If you become aware of a privacy breach or potential privacy breach, you should report it in writing to our Privacy Officer (contact details are set out below).

Our Privacy Officer will review any complaint or reported breach. The Privacy Officer will respond to the complainant or reporter outlining next steps and their reasons for taking those steps.

The Privacy Officer will also consider whether any privacy breach is a notifiable privacy breach, therefore requiring notification to the Privacy Commissioner and affected individuals under the Privacy Act.

## **10 Who you can contact for further information?**

If you have any queries about this Privacy Policy or personal data Kaipara District Council has collected, please contact:

Kaipara District Council Privacy Officer

Email address: [privacy@kaipara.govt.nz](mailto:privacy@kaipara.govt.nz)

Postal Address: Private Bag 1001, Dargaville 0340