



Te Kaunihera-ā-Rohe o Ngāmotu

**New Plymouth  
District Council**

# PRIVACY STATEMENT

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## 1. Introduction

This privacy statement explains how New Plymouth District Council (NPDC) collects, stores, uses and shares your personal information.

Your privacy is important to us. The Privacy Act 2020 (Privacy Act) requires us, as with any other New Zealand public office, to tell you certain things about the personal information we need to carry out our functions.

This privacy statement 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 Statement from time to time, for example to reflect changes to the Privacy Act, so feel free to check in again occasionally to see what may have changed.

## 2. We collect a range of personal information

Personal information is any information that can identify you as an individual. This includes:

- Identity (such as your name, marital status, title, date of birth, gender or a picture of your face)
- Contact details (such as your address, email or phone number)
- Financial information (such as your bank account and payment card details)
- Transaction details (such as payments to and from you and other details of services you have requested)
- Technical information (such as your internet protocol (IP) address, browser type, time zone setting and location, operating system and platform and other technology on the devices you use to access our websites)
- Profile information (such as service or information requests you make and your feedback and survey responses)
- Usage information (including information about how you use our website, facilities and services)

In some instances, you, or a person acting on your behalf will provide your personal information in connection with your communications to us or your use of our services and facilities. In other instances, others may provide your personal information to us – for example in relation to our compliance activities.

### 3. We collect information in different ways

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

- Apply for employment with us.
- Communicate or correspond with us, whether in person, by letter, phone, text, email, instant messages or other means of electronic communication.
- Complete and submit forms for our services. For example, applications for consents, licences, approvals, permits, funding or other authorisation, or for the use of any of our services or facilities, including signing up for and using our online services and applications, such as 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 consultation processes such as draft or proposed plans, policies, bylaws or other proposals.
- Use any of our services or facilities.
- Subscribe to any of our newsletters or update services.
- Follow or post comments on our social media or other facilities.

We may also:

- Keep a record of any information that you acquire from us.
- 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.
- Collect personal information about you from other organisations, entities or persons, such as:
  - Our related organisations including Council Controlled Organisations (CCOs).
  - Other organisations such as:
    - Land Information New Zealand
    - Quotable Value (QV)
    - Solicitors and 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.

## 4. We may collect information when you visit our websites

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.

We may collect, hold and use statistical information about your visits and in connection with your IP address to help us improve our website including the search terms you used, the pages accessed and links clicked, the date and time you visited the site, your operating system, the type of web browsers you use and the make and model number of the mobile device used to visit our site.

The information provided is aggregated and IP addresses are masked so the information cannot be used to identify individuals.

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.

In addition to using cookies, we use Google Analytics, a service that provides aggregated reports on website activity. Google Analytics relies on the use of cookies. For details on what information is collected via these cookies, and how it is stored and used, see Google’s privacy policy.

## 5. We collect CCTV footage

We use Closed Circuit Television (CCTV) at some Council-owned and administered locations. The purpose of CCTV is to:

- Deter criminal activity from occurring, including vandalism, theft and anti-social behaviour.
- Monitor equipment operation and fault detection.
- Monitor and respond to emergency situations.
- Monitor and respond to health and safety situations.

- Monitor and respond to any activities and/or events which could affect the delivery of the service the Council is providing at that location.
- Provide evidence if criminal activity, a health and safety situation or any other activity and/or event has occurred.

Where CCTV is operated at a location where the footage may record members of the public, signage will be displaying information the public of the presence of the CCTV.

Only authorised Council officers have access to Council CCTV and CCTV footage. This access is regulated through a password protected log-in system.

The Council's [Closed Circuit Television Policy](#) provides further detail on how the Council operates CCTV at Council-owned and administered locations.

## 6. Using your personal information

We may use the personal information that we collect from you, or someone acting on your behalf, for any of the following purposes:

- To provide you with services or facilities, including those you have requested and those that assist our CCOs 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 payments received or made by NPDC.
- 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, service or facilities of our CCOs 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.

## 7. We may share your personal information

We may share personal information about you to:

- Any person engaged by NPDC to provide products or services to you on our behalf, where your personal information is necessary for the provision of those products or services.
- CCOs, 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. This includes complying with our obligations under the Local Government Official Information and Meetings Act 1987, Building Act 2004 and Resource Management Act 1991.
- A third party 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 or organisation we may notify you of at the time we collect your information and 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.
- A third party contracted by the Council to provide data hosting services. Where possible, these will not be based in other countries.

## 8. Legal requirements to make information public

The law requires us to make certain information available to the public. For example:

- The Resource Management Act 1991 requires us to make copies of resource consent applications publicly available.
- The Local Government (Rating) Act 2002 requires us to make publicly available our “complete rating information database”, which includes personal information of property owners.

- The local electoral roll must be available for inspection in certain circumstances under the Local Electoral Act 2001.
- Information held on property files.
- Submissions made to us during some special consultative procedure or other consultation procedure. Where statutorily necessary, these will be made available to the media and public.
- Video or audio footage of Council meetings and hearings that are intended for broadcast, or to be otherwise available for public viewing.

## 9. 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 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. We will explain these circumstances and the potential consequences to you at the time your personal information is collected for those purposes.

## 10. Security and accuracy

We are committed to protecting your personal information and 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.

## 11. How long do we hold personal information?

The length of time we keep your personal information depends on what it is and whether we have an ongoing need to retain it. We may retain all personal information that we collect (on both our active systems and our archives systems) for as long as administratively necessary, in accordance with NPDC's information retention and disposal schedule.

To determine the appropriate retention period of your information, we consider the nature, sensitivity, appropriate legal obligations, the potential risk of harm from unauthorised disclosure, the purposes for which we process your information, and whether these purposes can be achieved through alternative means.

The Public Records Act 2005 (Public Records Act) requires us to keep "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.

## 12. Accessing and correcting your information

You have the right to know what information we hold about you, to request a copy, and to request that we correct your information if it is inaccurate. 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:

- *Accessing your information or obtaining a copy of your information*  
You may request confirmation of whether or not we hold any personal information about you and you may request access to your personal information that we hold. If you request access to your information, we first take steps to confirm your identity. This might involve asking you some security questions and checking your identify documents.

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.

- *Updating and correcting your information*  
If you think the information we hold about you is inaccurate, you may request changes to your personal information. 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 we do not agree that the information needs to be corrected, we'll make note of your request on the disputed information as a "statement of correction".

## 13. Opting out of certain uses of your information

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

## 14. Responding to your requests

We will respond to your request to access, obtain or correct your information as soon as reasonably practicable and no later than 20 working days after you make a request. Requests can be made by emailing [enquiries@npdc.govt.nz](mailto:enquiries@npdc.govt.nz) or by writing to the address below.

We will be as open as we can with you, but we may also occasionally need to refuse access to personal information under the Privacy Act. We will advise you of the Privacy Act grounds for refusing access or withholding information.

## 15. 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 the NPDC Privacy Officer by writing to:

[Enquiries@npdc.govt.nz](mailto:Enquiries@npdc.govt.nz)

Or:

NPDC Privacy Officer  
Private Bag 2025, 84 Liardet Street, New Plymouth 4340, Aotearoa New Zealand  
Phone: 06 759 6060

If you're not satisfied with how we've handled your request, you have the right to make a complaint to the Office of the Privacy Commissioner. You can make a complaint to the Privacy Commissioner online at <https://www.privacy.org.nz> or by post:

Office of the Privacy Commissioner  
PO Box 10094  
Wellington 6143

You can also call the Privacy Commissioner's office on 0800 803 909.