



# WHANGANUI & PARTNERS

## Privacy Policy and Statement 2022

### Control Box

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## 1. Introduction

This privacy statement explains how Whanganui and Partners (W&P) collects, stores, uses and shares your personal information.

Your privacy is important to us. The Privacy Act 2020 (Privacy Act) requires us 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.

Our 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, to reflect changes in order to align with new guidance in respect of privacy best practice, so feel free to check in occasionally to see what might have changed.

## 2. The information we collect

The 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.

## 3. Collecting your information

### Direct collection

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 message or other means of electronic communication
- Complete and submit forms we provide for applications for funding, project support, business and community development projects
- Seeking other authorisations or, for the use of any of our services or facilities, including signing up for, and using, our online services and apps, including our i-SITE services.
- Prepare and submit a written submission, request or other feedback in relation to applications for approvals, funding or other authorisations, or in relation to any form of draft or proposed plan, policy, 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 also keep a record of any information you acquire from us and monitor and record phone calls made to or by us for quality control or staff training purposes. If we intend to do this, you will be informed at the beginning of the call.

### **Third party collection**

We may collect personal information about you from other organisations, entities or persons, such as:

- Our related organisations including the Whanganui District Council and other Council Controlled Organisations
- Our suppliers which include organisations such as:
  - Government departments, e.g. MBIE
  - Industry Development Entities, e.g. Tourism New Zealand
- The New Zealand Police, credit reporting agencies and other organisations, entities and persons where you have expressly authorised them to provide us with information.

### **Website data**

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 TV**

“Closed Circuit Television” (CCTV) is used in particular areas to monitor W&P facilities such as the i-SITE and Innovation Quarter in order to protect our staff, help reduce crime, anti-social behaviour and to promote overall 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.

## **4. Using your Information**

The personal information 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 Whanganui and Partners in providing 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 funding, project support, business and community development projects, and other authorisations or for the use of any of our services or facilities 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 Whanganui and Partners.
- 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 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.

## **5. Sharing your information**

We may disclose personal information about you to:

- Any person engaged by Whanganui and Partners to provide products or services to you on our behalf, where your personal information is necessary for the provision of those products or services.
- The Whanganui District Council and other Council Controlled Organisations, in order to assist with the functions and services that they provide.
- A third party, provided that 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.
- Any person to whom you authorise us to disclose your personal information.
- Any person, if that information is held in a public register, and this information is requested in an approved way (e.g., via an official information request)

## **6. What if you do not provide the information we request?**

W&P will only request information when it is collected for a lawful purpose connected with a function or an activity of W&P. In some circumstances, if you do not provide us with all the information we request, this may prevent us from

providing you with a full response to your correspondence, processing applications you have submitted, providing you the services or facilities you have requested, processing any payments to you, and/or otherwise responding to any enquiries you have submitted.

In some circumstances, you may be under a legal obligation to provide information to W&P. W&P will endeavor to advise you when you have a legal obligation to provide information.

## **7. 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.

## **8. How long do we hold personal information?**

We may retain all personal information (on both our active systems and our archive systems), for as long as required for the purpose for which it may be lawfully used.

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.

## **9. Prevention**

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).

## **10. 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.

We may also occasionally need to withhold personal information under sections 48-53 of the Privacy Act, for example where the information requested is legally privileged. However, we will only ever withhold information where necessary.

## **11. 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 feed by following the unsubscribe link at the end of the email or 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.

## **12. How to contact us to raise privacy concerns**

For further information about this Privacy Statement and Policy or if you think that we have breached our obligations, you may make a complaint to our Administration Manager by writing to [info@whanganuiandpartners.nz](mailto:info@whanganuiandpartners.nz)

or:

Whanganui and Partners Limited – Administration Manager  
179 St Hill Street Whanganui 4540, New Zealand.  
Phone: 06 349 3119  
Email: [info@whanganuiandpartners.nz](mailto:info@whanganuiandpartners.nz)

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