

Policy

CUSTOMER PRIVACY

TEAM:	Executive Team
RESPONSIBILITY:	Group Manager Strategy & Compliance
ADOPTED:	17 December 2020
REVIEW:	Every five years, or as required
CONSULTATION:	Not required.
RELATED DOCUMENTS:	Ashburton District Council CCTV Guidelines – Public Places, Local Government Act 2002, Ashburton District Council CCTV Policy 2017, Privacy Act 2020, Privacy and CCTV; A guide to the Privacy Act for business, agencies and organisations (Office of the Privacy Commissioner - 2009), Public Records Act 2005.

Definitions

Council means Ashburton District Council.

Privacy breach means unauthorised or accidental access to, or disclosure, alteration, loss, or destruction of personal information.

Notifiable for the purposes of this policy means it is reasonable to believe that a privacy breach has caused serious harm to an affected individual or individuals or is likely to do so.

Policy Objectives

- To outline how Ashburton District Council collects and uses personal information.
- To ensure the protection of privacy of individuals in accordance with the Privacy Act 2020.

Policy Statement

1. The kind of personal information collected by Council

1.1 The personal information collected by Council may include your:

- Name
- Date of birth
- Addresses
- Email address
- Telephone numbers
- Gender
- Information on your use of our services or facilities

- Any other information provided by you in connection with, or specifically related to your communications with Council.

2. Collecting your information

2.1 Council may collect personal information about you as set out below:

2.1.1 Personal information provided by you, or by someone acting on your behalf, provided to Council directly. For example:

- Applying for employment with Council
- Corresponding with Council, whether in person, by letter, phone, text, email, instant messages or other means of electronic communication
- Completing and submitting forms provided for applications for consents, licenses, approvals, permits, submissions, funding or other authorisations including for the use of any Council services or facilities (including signing up for online payment services)
- Preparing and submitting a written submission, request or other feedback in relation to applications for consents, licenses, approvals, permits, funding or authorisations, or in relation to any form of draft or proposed plan, policy, bylaw or other document
- Using any Council services or facilities
- Subscribing to any Council newsletter or update services
- Following or posting comments in response to our social media accounts.

2.2 Council may keep a record of any information that you acquire from Council.

2.3 Council may monitor and record incoming/outgoing phone calls for quality control or training purposes. You will be informed of this at the time of the call.

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

- Organisations related to Council including Council Controlled Organisations
- Council suppliers or contractors, including but not limited to: Land Information New Zealand, QV and solicitors/conveyancers
- The New Zealand Police, credit reporting agencies and other organisations, entities and persons provided with express authorisation to supply Council with information.

2.5 When visiting one of Council's websites, technology solutions such as 'cookies' may be used to provide better access to tailored information and services. Council's internet service providers may also make a record of any visits to the websites and log information for statistical purposes. The information is only analysed on a bulk basis for broad demographic content. Individual use is not analysed.

- 2.6 Closed Circuit Television (CCTV) is used in particular areas around Ashburton District to monitor passenger and traffic movements, secure facilities, and public places to help reduce crime and anti-social behaviour, and promote community safety. For more information, see the [Ashburton District Council CCTV Policy](#).
- 2.7 If the lawful purpose for collection does not require the collection of your identifying information, Council cannot collect it.

3. Using your information

3.1 Any personal information collected may be used for any of the following purposes:

- 3.1.1 to provide services or facilities requested (including assisting Council Controlled Organisations and contractors to provide such services or facilities);
- 3.1.2 confirming individuals' identities in order to avoid the inappropriate release or use of personal information;
- 3.1.3 responding to correspondence or providing information that has been requested;
- 3.1.4 processing applications for any consent, licence, approval, permit or other authorisation applied for;
- 3.1.5 processing applications to use any Council services or facilities, including online services;
- 3.1.6 processing payments received or made by Council;
- 3.1.7 providing information about events, news, services or facilities;
- 3.1.8 complying with relevant laws and regulations;
- 3.1.9 carrying out activities with the running of business or operations such as personnel training, or testing and maintenance of computer systems;
- 3.1.10 general administrative and business purposes; or
- 3.1.11 any other specific purpose of which notification is provided when information is collected.

4. Sharing personal information

4.1 Council may disclose personal information to:

- 4.1.1 any person engaged by Council to provide products or services, where personal information is necessary for the provision of those products or services;
- 4.1.2 CCOs and contractors in order to assist with the functions and services they provide;
- 4.1.3 a third party, if required to do so under any laws or regulations, or in the course of legal proceedings or other investigations. Sharing of CCTV footage is covered under the [Ashburton District Council CCTV Policy](#);
- 4.1.4 any person requesting information that is held in a public register e.g. information held

on property files or the rating information database.

4.2 In the event of a disclosure of information outside of New Zealand, Council will ensure that the information be treated in line with this policy.

4.3 Council can refuse a request for personal information if that disclosure would be likely to:

- pose a serious threat to life, health or safety of any individual, or to public health or safety;
- create significant likelihood of serious harassment of an individual;
- concern a victim of an offence for whom the disclosure would cause significant distress;
- result in loss of dignity or injury to feelings.

5. Why it is important to provide personal information to Council

5.1 If personal information requested by Council is not provided, Council may not be able to adequately respond to correspondence, process applications, provide requested services or facilities, process payments or otherwise deal with requests or enquiries submitted.

5.2 In some circumstances, failure to provide information when requested may be unlawful, and/or result in legal consequences.

6. Accessing or changing personal information

6.1 Any person can request access to their personal information held by Council.

6.2 Any person can request changes are made to the information held by Council. If your personal information changes, Council would like to hear from you to ensure an accurate database is maintained.

6.3 Requests for information, or changes to be made to information, will be accepted: in person at Council reception, over the phone by contacting Customer Services on (03) 307 7700, by emailing info@adc.govt.nz or in writing to Ashburton District Council, PO Box 94, Ashburton 7740.

7. Privacy breaches

7.1 In an event of a notifiable privacy breach where significant harm may occur, Council will notify you and the Privacy Commissioner as soon as possible.