



PRIVACY STATEMENT 2025-2028

Whanganui District Council

Approved by ELT 13 November 2025

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Privacy Statement

We respect that your privacy is precious to you. Our privacy statement explains how and why Whanganui District Council collects, stores, uses and shares your personal information.

Under the Privacy Act 2020 (Privacy Act) we are required to follow a set of rules when handling personal information. This privacy statement has therefore been prepared in accordance with our obligations and your rights as set out in the Privacy Act. The Privacy Act Privacy Principles can be found at Appendix One.

This privacy statement may be updated from time to time to reflect changes in legislation or to our business.

The kinds of personal information we collect

We need to collect personal information for a number of reasons, however, this will only be necessary for a function or activity of the council.

Where relevant, the personal information we collect may include your name, gender, date of birth, image, addresses, email address, or telephone numbers to enable us to respond to your requests for information or provide you with our services and/or the use of our facilities.

We may also collect personal information regarding your communications with us, or how you interact with us.

Collecting your personal information

Wherever possible we will collect personal information from you directly, or from anyone you have authorised to provide information on your behalf.

The instances that we may collect your personal information could include, for example, when you:

- Apply for employment with us
- Correspond with us, whether in person, by letter, phone, text, email, direct message or any other means of electronic communication
- Complete and submit forms or applications for consents, licences, approvals, permits, funding, or other authorisations
- Use, register, or subscribe to any of our services or facilities, including online services and apps, online payment services, service updates, online community panel, newsletters and libraries
- Submit a written submission, request or other feedback in relation to applications for consents, licenses, approvals, permits, funding or other authorisations, or in relation to any form of draft or proposed plan, policy, bylaw, consultative process, or any other document.
- Follow or post comments on our social media or other online communications
- Appear in any images and audio from Closed Circuit Television or body cameras (as outlined below)
- Make financial transactions with Council (bank account
- Make use of operational or service systems

This is an indicative list of examples only.

We may keep a record of any information that you acquire from us. If we no longer require the information for the purpose it was collected and it's not legally required to be held, it will be securely disposed of.

We may monitor and record phone calls made to or by us for quality control or staff training purposes. If your call is to be monitored and recorded, we will let you know of this at the time of the call. See [Appendix Two](#) for more details about call monitoring.

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
 - Other government departments
 - 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.

We may collect video footage through various means, including:

Closed-circuit television (CCTV) is used in particular areas to monitor pedestrian and traffic movements, Council facilities such as libraries and recreation centres, council buildings, work locations, assets, and 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 the areas covered by such equipment. CCTV footage will only be viewed by authorised people in accordance with the purposes noted above or for regularly checking that the system is working. No attempt will be made to identify individuals from CCTV footage unless a reported or suspected incident requires investigation.

Body-worn cameras are used by council parking and animal services officers to minimise the risk of personal harm to staff and members of the public, and to assist staff to lawfully carry out their duties.

Officers will have a clearly visible notice / ID tag advising that they are wearing the body camera and will advise you when the camera is operating. Recorded footage will be stored on secure servers for up to 25 days and can only be viewed by authorised people. Footage may be used as a basis for the council to address any problematic behaviour and may also be provided to New Zealand Police should a formal complaint be made.

Public sessions of council meetings are **livestreamed** and then made available on our website. Signage is displayed to indicate that the meeting is being filmed.

Although livestreaming is mainly intended to capture elected members speaking and debating, filming may also include footage of the public gallery and anyone presenting in a public session. Footage of public meetings is permanently kept.

We may also take **photographs and/or video footage** at civic events and celebrations for our internal and external publications.

We may use **drones** in connection with our work and delivery of services. This may include conducting condition assessments of our assets, undertaking surveys of our property and capturing other property work under development. If we fly over private property for the purpose of survey works, we do so only with the relevant landowner's consent. We do not use any footage of privately-owned properties without this consent.

If any drone footage identifies an individual, privacy enhancing technology is used to distort that individual's identity.

Our use of drones is conducted in accordance with Civil Aviation Authority's rules and guidance, and data is processed in accordance with the Council's Privacy Policy.

We may use **biometric systems** in connection with our work and delivery of services. We will meet our responsibilities under the Biometric Processing Privacy Code 2025.

We will make you aware that biometric characteristic information is being collected, the specific purpose or purposes for which the information is being collected, and whether there is any alternative option to biometric processing that is available to an individual in any particular circumstances. We will take the necessary steps to advise you before or at the time biometric information is collected; and we will communicate this information in a manner that is clear and conspicuous; and will provide the opportunity for you to obtain further information about the biometric processing.

An example of biometric characteristic processing in use is our Visitor Management system where a facial image is captured when signing in at some Council sites which allows for automated recognition of an individual's biometric characteristic (face). This technology allows for quick, touchless authentication by comparing a person's face to a stored template, eliminating the need for manual data entry or contact information. The system uses this biometric data to enhance security, streamline the visitor experience, and maintain a record of who is on-site.

How we use your personal 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 ensure we provide you with appropriate and relevant services and information, and to avoid inappropriate release or use of your information.
- To respond to your correspondence, requests, enquiries, and feedback or in relation to customer care-related activities.
- To process your application for any consent, licence, approval, permit, or other authorisation.
- 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 the council.
- To provide you with information about the council and council-controlled organisations' events, news, services or facilities that we consider may be of interest to you.
- To comply with relevant laws and regulations.
- For general administrative and business purposes, including 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.

- To update any information that we currently hold about, or in connection with, you in our existing records, database or systems.
- To assist us in analysing and further developing and improving our products and services.
- For any other specific purpose that you authorise.

Sharing your personal information

Your personal information will only be shared with your consent, or where there is a legal requirement to share it, or if it has been anonymised.

We may disclose your personal information to:

- Any person engaged by the council to provide products or services to you if it 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 required by law, including in the course of legal proceedings or other investigations. Such personal information may include CCTV footage and footage from body cameras worn by parking and animal services officers 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 to whom you authorise us to disclose your personal information.

What information do we make public?

We are required by law to make certain information that we hold available to the public. For example:

- The Building Act 2004 requires us to maintain a property file about each property in the District and make this available to the public. This file may include personal information, for example in building consent applications.
- 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.
- Any submission or feedback you make in relation to annual and long-term plans, draft or proposed bylaws, strategies and policies, district or regional plans, or any other public consultations. A copy of submissions (including submitter name and/or organisation) are made available on our website and as requested.
- Video footage of council and council committee meetings used for the purpose of livestreaming.

What if you do not provide the personal information we request?

If you do not provide us with all of the personal information that we request from you, we may not be able to adequately respond to your correspondence, process any payments, or applications you have submitted, provide the services or facilities you have requested or registered for, or otherwise deal with any requests or enquiries you may have submitted.

In some circumstances, you are legally required to provide personal information to the council when it is carrying out a lawful function. We will explain the reasons for this at the time we collect your personal information.

Security and accuracy of your personal information

We take reasonable steps to ensure your personal information is kept safe and secure. This includes making sure it is protected from loss, accidental or unauthorised disclosure, access, use or modification, or any other misuse.

Your personal information may be held in any of our locations. It may also be held for us in data centres, platforms and systems of our third-party service providers, some of which may be located outside of New Zealand.

We will also take reasonable steps to ensure that your personal information is accurate, up to date, and relevant before using or disclosing it.

How long we hold personal information

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

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 consultation on bylaws, policies, strategies, and plans.

Accessing and correcting your personal information

You can request to access and correct the personal information we hold about you, subject to other legislation that we are bound by.

You can request access to your personal information we hold by emailing us at yourcouncil@whanganui.govt.nz or by using the [Privacy Commissioner's 'AboutMe'](#) request form.

Once we confirm your identity, we will reply to you within 20 working days and provide you with access to your personal information unless there is good reason to withhold some or all of the information under the Privacy Act.

We need to ensure that the personal information we hold about you is accurate. You can request us to correct your personal information by emailing yourcouncil@whanganui.govt.nz.

If we don't agree that the correction is needed, we will explain why and will take reasonable steps to record your view in a statement of correction that sits alongside your personal information on our business records (if requested).

Opting out of certain uses of your personal 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 by clicking the unsubscribe icon on the bottom of the form or by contacting us.

You cannot opt out of the council using your personal information if we are exercising one of our statutory functions and your personal information is necessary for us to exercise this function.

What do we do if a privacy breach occurs?

Council's Privacy Officer is responsible for monitoring compliance with the requirements of this policy. If we believe a breach has occurred, we will identify the issue and take steps to minimise any harm. If we believe the breach has caused, or is likely to cause serious harm, we will contact the Office of the Privacy Commissioner and self-report the breach. We will also contact customers who may be affected by the breach.

We will conduct a review to ensure, where possible, actions that contributed to the breach are identified and remedial actions taken to prevent a recurrence.

How to contact us and raise privacy concerns

If you think that we have breached our obligations with regard to the Privacy Act, or have a privacy issue you wish to discuss, you can contact our Privacy Officer via:

Email: yourcouncil@whanganui.govt.nz

Website: <https://www.whanganui.govt.nz/>

Phone: (06) 349 0001

Post: Whanganui District Council, Privacy Officer, PO Box 637, Whanganui 4540

If you still feel that your privacy issue has not been resolved, you can make a complaint to the Privacy Commissioner who will assess whether there's been a breach of the Privacy Act. The Privacy Commissioner can also make binding decisions on complaints regarding access to information. The Privacy Commissioner can be contacted via:

Email: enquiries@privacy.org.nz

Phone: 0800 803 909 (Monday to Friday, 10.00am to 3.00pm)

Accessing and requesting official information under the Local Government and Meetings Act 1987 (LGOIMA)

You can request access to official information we hold by emailing us at yourcouncil@whanganui.govt.nz.

We will reply to you within 20 working days and provide you with the official information requested in accordance with the Local Government and Meetings Act 1987 unless there is good reason to withhold some or all of the information under the Act.

Website information

You can browse the website without providing any personal information.

The website does not automatically collect any personal information about you.

Website use information

However, when you visit the Council website it automatically logs some information, namely:

- the IP addresses from which you accessed the site
- the terms you used to search for content on the site
- the pages you accessed
- the last site you visited before coming to this site
- the type of browser and operating system you use, and your screen resolution.

This information cannot be used to identify you and will be used only for the purposes of system administration, reporting within the council, and auditing the use of the site.

Cookies and analytics

Our public websites sometimes use cookies – small files that are stored on your computer that provide you with better access to tailored information and services on these websites, and to better serve you when you return to them.

We also use a range of technologies to collect and analyse user data from our website and social media channels. These allow us to gain insights into how users interact with these platforms so we can optimise them to meet their needs. The analytics tools we use are:

- Google Analytics (for analysing website activity)
- Hotjar (for analysing website activity)
- Buffer (for analysing social media activity)
- Brolly (for social media archiving)
- Mailchimp (for analysing engagement with our email newsletters)

For details on information collected via these services, as well as how it is stored and used, see [Google's privacy policy](#), [Hotjar's privacy policy](#), [Buffer's privacy policy](#), or [Mailchimp's privacy policy](#).

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.

Appendix 1: Summary of the Privacy Act 2020 Privacy Principles

The Privacy Act 2020 has 13 privacy principles that govern how organisations should collect, handle and use personal information.

Principle 1

An organisation can only collect personal information for a lawful purpose and where the information is necessary for that purpose. The organisation should not ask you for personal information that is not necessary for their purposes.

Principle 2

An organisation should generally only collect personal information directly from you. But if this isn't possible, they can collect it from other people in certain situations. For instance, if you give them permission to do so, the information is publicly available or collecting it from some else is in your interests.

Principle 3

When collecting personal information an organisation should let you know why the information is being collected, who will have access to it, whether it is optional to provide the information and what will happen if you don't provide the information.

Principle 4

An organisation can only collect personal information in ways that are lawful, fair, not unreasonably intrusive and must take care when collecting personal information from children and young people.

Principle 5

An organisation will make sure that we have reasonable security safeguards in place to prevent loss, misuse, or disclosure of personal information.

Principle 6

You can ask an organisation for your personal information that they hold. If there is a good reason, an organisation may refuse access if releasing the information will endanger safety or risk serious harassment of others, breach another person's privacy or enforcement of the law.

Principle 7

You can ask an organisation to correct personal information they hold on you if you think it is wrong.

Principle 8

Before using or disclosing your personal information, an organisation must check that it is accurate, complete, relevant, up to date and not misleading.

Principle 9

An organisation must not keep personal information for longer than is necessary.

Principle 10

An organisation will only use your personal information for the purpose they collected it for. They can only use your personal information for a different purpose if you give us permission or in some limited circumstances, like civil emergencies.

Principle 11

An organisation can only disclose personal information in limited circumstances. For example, if your information will be anonymous, you authorise the disclosure or the disclosure is necessary to avoid

endangering someone else's safety or is necessary to uphold or enforce the law.

Principle 12

An organisation can only send your personal information to someone overseas if the information will be adequately protected. If there aren't adequate protections in place they should ask for your permission.

Principle 13

If an organisation uses a unique identifier to identify you in their dealings with you, they will only do so if it is necessary for their operations, not use the same as another organisation and keep the unique identifier safe to minimise the risk of misuse (such as identity theft).

Appendix Two - Call Recording Privacy Statement

As part of our commitment to giving the best service to our customers we record most of the calls made to our contact centres, and some of the outbound calls we make. This helps us to find ways to improve the quality of our service and to ensure the information we give you is consistent and accurate.

We handle calls every day on topics like requests for service, reporting issues, public concerns, complaints, compliments and other general queries.

We understand the importance of protecting your personal information and we are committed to doing so under the Privacy Principles governed by the Privacy Act 2020.

The calls which are recorded

- We record inbound calls to our Contact Centre and Infrastructure numbers, along with all outbound calls from our Contact Centre queues.
- This includes calls to our afterhours call centre.

The purpose for recording calls

- For staff training, helping us to improve the quality of our customer service and to ensure the information we provide is consistent and accurate
- To ensure information we provide is consistent and accurate, this includes ensuring we have an accurate record of your call, which may be needed to support any transactions that take place over the phone and/or if there is a dispute
- Report on the type and number of enquiries we receive
- So, we can find ways to simplify and improve our services to you.

When recording starts

For calls to our Contact Centre, recording starts once your call is answered by a Customer Service Representative. Any wait time prior to your call being answered is not recorded.

Recording automatically starts when the call is connected. This includes when you are placed on hold, which means the recording may pick up background noise and conversations you have with other people while you are waiting for your call to be answered.

The phone number you have called from is also stored so we can retrieve the call recording in the future. We do not use your phone number for any other purpose and will not use it to contact you unless you ask us to.

When recording stops

Recording automatically stops when the call is:

- Disconnected or terminated
- Transferred to staff outside of our Customer Support Teams

How recordings are stored

Calls are recorded using our corporate phone system and software. The recordings are stored securely as legally required for up to 6 months after the date of the call. After 6 months the recordings are destroyed.

Recordings may be retained for longer than six months if:

- They are required as part of an investigation
- They are needed for evidentiary purposes
- They are part of ongoing dialogue with Council

Storage of call recordings

- We understand your personal information is important and we are committed to protecting it. We store the recordings securely for a minimum of 6 months after the date of the call and destroy them after this time.
- You can request access to, and correct, the personal information we hold about you. Unless we have lawful reason for withholding this information we will provide you with access. To access or update your personal information please call us on 06 349 0001 or email yourcouncil@whanganui.govt.nz.

Who has access to call recording information

Call recordings can be accessed only by authorised Council staff and only for the purposes indicated above. They may be provided to third parties if authorised by formal LGOIMA requests and processes.

Call recordings may be disclosed in full or in part in response to a lawful request and are usually made under the principles of the Privacy Act 2020. Requests are assessed on a case-by-case basis, giving due consideration to the privacy interests of the individuals involved.

Requesting a copy of your call

You have the right to access and correct any personal information we hold about you, including your call.

You have the right to request access to a recording of your call. To request a recording, email InformationRequest@whanganui.govt.nz and provide the following:

- the date and time of the recording
- proof of identity such as a copy of your passport or drivers' licence
- your contact telephone number

When you make a request, we will process it as soon as we can, but no later than 20 working days after we receive it. If there are some circumstances where we cannot give you access to or correct our information, we will always let you know this, be as open as we can, and tell you what law we are following.

In some circumstances, we may provide a written summary of the call recording in line with our accountabilities under the Privacy Act 2020.