

# SmartView Web App Privacy Policy

(Last updated 28 August 2019)

Your privacy is important to us. Christchurch City Council (referred to in this Privacy Policy as **the Council, we, our** or **us**) provides the SmartView Web App. We have created the following Privacy Policy to ensure you understand how and why we collect and store your personal information and what we will use it for and who we can share it with. The terms used in this Privacy Policy that are defined in the SmartView Web App [Terms of Use](#) have the same meaning as in the SmartView Web App Terms of Use.

We take our obligations under the Privacy Act 1993 (the Privacy Act) and the privacy principles therein seriously. This Privacy Policy has been prepared in accordance with our obligations and your rights set out in the Privacy Act. Note that where specific laws govern our obligations about personal information, we have to apply those. Personal information is collected, held and used in accordance with the principles set out in the Privacy Act. In particular, we will:

- use personal information only for the purpose for which it is collected;
- retain personal information only for as long as is necessary to fulfil the purposes for which it was collected; and
- release personal information to a third party only when required to or permitted to by law, if you have authorised the release or where disclosure is related to the purpose for which the information was collected.

This Privacy Policy only applies to personal and other information collected through or in connection with your use of the SmartView Web App, and does not apply to any of our other websites or online services (which may have their own privacy policies).

To ensure we keep up with changes to our business, the Council may update this Privacy Policy occasionally. We will keep an updated version of this Privacy Policy on the [SmartView Web App](#). You should check this Privacy Policy from time to time to check for any amendments. If you continue to use the SmartView Web App after the amendment, you will be considered to have accepted the amended Privacy Policy.

## 1. What personal information does the Council collect?

We may collect personal information about you including your email address and any other personal information provided by you when you contact us to provide us with feedback in relation to your use of the SmartView Web App and/or any related services that we may provide to you. Your personal information will be collected from you, or anyone you authorise to provide us with your personal information.

If you have allowed the SmartView Web App to access your location data, we will collect GPS level data about your precise location while the SmartView Web App is open on your device. We will use this information to help you to see information, activities and services which are local to you. If you opt out of sharing your location data with us, you will still be able to use the SmartView Web App, however, the information, activities and services shown will not be tailored to your location.

When accessing or using any third party website, your personal information may be collected by those third parties. You should refer to the applicable licence provisions, terms of use and privacy policies of those websites.

## **2. When we collect personal information**

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

- Use the SmartView Web App.
- Communicate with us in person, by letter, phone or electronically.
- Complete and submit forms including (but not limited to) submissions made via the “Feedback” form.
- Submit a written submission, request, or other feedback.

2.2 We may keep a record of any information you acquire from us.

2.3 When you visit the SmartView Web App, we may use technology solutions such as “cookies” and push notification solutions to provide you with better access to tailored information and services on the web app and to better serve you when you return to it. A cookie is a small data file that a website or app sends to your device, which may be stored for later retrieval by the website or app. Some cookies we use last only for the duration of your website or app session and expire when you close your browser or exit the app. Other cookies are used to remember you when you return and will last for longer. If you reject cookies, you may still use the SmartView Web App, but your ability to use some of its features or functionality may be limited

2.4 We may also obtain personal information from third parties with your consent, and where permitted by law.

2.5 We use Google analytics to further understand how some of our services may be improved. Google Analytics relies on the use of cookies. For details on what information is collected via the use cookies, and how it is stored and used, see [Google’s privacy policy](#).

2.6 Non-personalised statistics. We may use non-personalised statistics to monitor site traffic, to analyse trends, to gather demographic information about our user base as a whole, to improve our services and to improve user experience. These anonymised and/or amalgamated statistics do not comprise personal information.

## **3. How we use 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 – including those you have requested and those our related organisations provide to you.
- To 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, feedback, or for customer care related activities.
- 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.
- To comply with relevant laws and regulations.

- For any specific purpose that we notify you of at the time your personal information is collected.
- To provide you with information about our (or our related organisations') events, news, services, or facilities we consider may be of interest to you.
- To exercise our rights or perform any of our obligations under the SmartView Web App Terms of Use which can be found at the following link [Terms of Use](#).
- For general administrative and business purposes and 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.

#### **4. Sharing your information**

We may disclose personal information about you to:

- Any person engaged by the 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.
- Our related organisations, in order to assist with the functions and services they provide.
- A third party, if we are required to do so under laws or regulations, or in the course of legal proceedings or other investigations.
- Any person we may notify you of at the time we collect your information, and any person you authorise us to disclose your personal information to.

#### **5. How long we hold personal information**

We may retain personal information we collect (on both our active systems and our archives) for as long as required by law and/or as required for the purposes for which the information may lawfully be 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.

#### **6. 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, provide the services you have requested or registered for, or otherwise deal with any of your requests or enquiries. Please note that in some circumstances, you are legally obligated to provide information and we are fulfilling a statutory requirement.

#### **7. How we store your information**

Your information that is collected and retained by us may be stored by us or by our service providers on our behalf. We have entered into appropriate arrangements requiring our hosting provider to keep the hosted information secure and confidential. Where we store the information itself, we have implemented reasonable measures designed to keep your information safe and secure.

#### **8. Contacting us**

You may inquire about, and seek access to, personal information we hold about you that can be readily retrieved by contacting us – you can contact the Council at: [smartchristchurch@ccc.govt.nz](mailto:smartchristchurch@ccc.govt.nz)

You may request that the personal information we hold about you be corrected by contacting the Council. If we do not agree to your request for correction, you may then request that we take reasonable steps to attach to the information a statement of the correction sought but not made.

## **9. Questions**

If you have any questions about how we comply with the Privacy Act or have a privacy issue you wish to discuss, please contact us using the following details:

**Website:** <https://www.ccc.govt.nz/contact-us/contact-us-form>(external link)

**Email:** [privacy@ccc.govt.nz](mailto:privacy@ccc.govt.nz)

**Phone:** 03 941 8999

If you think that the Council has breached the Privacy Act and has not addressed your concerns to your satisfaction, or if you would like to find out more about the Council's obligations, you can contact the Privacy Commissioner's privacy hotline 0800 803 909.