

# Rates Remissions on Māori land - Information Statement

## What this statement covers

Greater Wellington Regional Council (Greater Wellington) has created this information statement to explain how we deal with the information (including personal information) collected for your application for Rates Remission on Māori land. Personal information is information about an identifiable individual – you.

Our collection, creation, use and disclosure of your information addresses the requirements of the Privacy Act 2020. This Act is administered by the Ministry of Justice and overseen by the [New Zealand Privacy Commissioner](#).

## What information do we collect, and how will we use it?

### Purposes of collection and use

Greater Wellington is collecting and using information from applicants as follows:

Information collected	Purpose of collecting information
<ul style="list-style-type: none"> <li>Name</li> <li>Phone number and email address</li> <li>Postal and physical addresses</li> </ul>	<ul style="list-style-type: none"> <li>Confirm ratepayer eligibility to apply</li> <li>Contact the applicant about the application</li> <li>Notify the applicant about the decision</li> </ul>
<ul style="list-style-type: none"> <li>Property address</li> <li>Valuation number of the property</li> <li>Type of land</li> <li>Rationale for seeking rates remission</li> <li>Photo of land (if needed)</li> </ul>	<ul style="list-style-type: none"> <li>Assess ratepayer’s eligibility for a rates remission</li> <li>Advise Greater Wellington on approving or denying a rates remission through a decision document</li> </ul>

This information is collected via the application form (available on the website at <https://www.gw.govt.nz/your-region/your-rates/remission-and-postponement-policies/>).

### Using your information

We will only use the information provided to us:

- For the purposes we collect that information (see above)
- For other reasons permitted by the Privacy Act 2020 (e.g. with your consent, for a directly-related purpose, or where the law permits or requires this use).

### Data storage, security and accuracy

Greater Wellington has implemented measures to ensure your information is kept safe and secure; protected against loss, damage, misuse, and unauthorised access; and kept accurate, current, complete, relevant, and is not misleading.

These measures include:

- Digital information is emailed to a dedicated email account ([whenuamaori@gw.govt.nz](mailto:whenuamaori@gw.govt.nz)), and is transferred by Te Hunga Whiriwhiri to a secure folder in our document management system
- Hard copy applications are scanned and stored in this secure folder by Te Hunga Whiriwhiri
- The decision document is also stored in the secure folder
- Access to the:
  - Dedicated email account is restricted to Te Hunga Whiriwhiri
  - Applications in the secure folder are restricted to Te Hunga Whiriwhiri, the finance/rates team
  - Access to the decision document in the secure folder is restricted to delegated decision makers
  - Access to all folders and email addresses by system administrators to perform their relevant functions
- Emails and hardcopies are deleted once the digital information is in the secure folder.

## Sharing your information

The collected information will not be sent to third parties without your consent.

## How long do we hold your information?

We will retain all information that we collect until the end of the remission period (usually three financial years), plus one year. This will allow some time for the applicant to roll their application over to the next rating period. Information will be destroyed within 20 working days of that date.

## Accessing and correcting your personal information

You can:

- Ask us to confirm whether we hold personal information about you
- Request access to that information by emailing us at [privacy@gw.govt.nz](mailto:privacy@gw.govt.nz)
- If applicable, ask us to correct that information.

Once we have verified your identity, we will provide you with confirmation and access, unless we believe we should withhold the information under the Privacy Act 2020. We will deal with your request within 20 working days; and, if we decide to withhold, we will provide the reasons and supporting grounds.

### Correction

If we:

- Agree that your personal information needs to be corrected, we will do so and provide you with an amended record (if requested)
- Refuse a request for correction, you are entitled to request that a statement is attached to the relevant personal information recording that the correction was sought but not made.

Your rights to access and correct any personal information we hold are subject to the Privacy Act 2020.

## Contact us

For further information about this information statement and our related information practices, please contact us on [whenuamaori@gw.govt.nz](mailto:whenuamaori@gw.govt.nz).

If you wish to access or correct your personal information, please contact our Principal Privacy Officer at [privacy@gw.govt.nz](mailto:privacy@gw.govt.nz).

## Complaints

If you consider we have breached your privacy, or there is a privacy matter that we cannot resolve, first make a complaint to our Principal Privacy Officer at [privacy@gw.govt.nz](mailto:privacy@gw.govt.nz).

If you are not satisfied with our response, you can then complain to the Privacy Commissioner at:

Phone 0800 803 909 (Monday to Friday: 10am to 3pm)

Email [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

Post Office of the Privacy Commissioner, PO Box 10094, Wellington 6143.