



Privacy Statement 2026

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Required by legislation: Privacy Act 2020

1. EFFECTIVE AS OF JUNE 2026

- 1.1 Your privacy is important to IAWAI - Flowing Waters (IAWAI). This Privacy Statement covers our collection, use and disclosure of your personal information as well as our obligations and your rights as set out in the Privacy Act 2020.
- 1.2 In this Privacy Statement, IAWAI is referred to as “we”, “our” or “us”. We may change this Privacy Statement from time to time. The most current version will be available online.

2. WHAT KIND OF PERSONAL INFORMATION WE COLLECT

- 2.1 The personal information we collect may include your name, date of birth, address or area you live in, email address, telephone numbers, age, gender, household arrangement, employment application information (such as prior criminal convictions), and pictures or video footage of you. It may also include information on your use of our services or facilities and any other information provided by you or through your communications with us.

3. WHEN WE COLLECT YOUR INFORMATION

- 3.1 We may collect personal information about you when you, or someone authorised to act on your behalf, provides information to us directly. For example, when you:
 - a. apply for employment with us;
 - b. correspond with us, whether in person, by letter, phone, text, email, instant messages or other means of electronic communication;
 - c. complete and submit forms we provide for applications for consents, licences, approvals, permits, funding or other authorisations;
 - d. use any of our services or facilities;



- e. submit a written submission, request or other feedback in relation to applications for consents, licences, approvals, permits, funding or other authorisations, or in relation to any form of draft or proposed plan, policy, bylaw or other document;
 - f. subscribe to any of our communications or update services; or
 - g. follow or post comments in response to our social media or other facilities such as Facebook, Instagram, X, LinkedIn, and YouTube.
- 3.2 We may keep a record of any information that you acquire from us.
- 3.3 We may monitor and record phone calls made to or by us for quality control or staff training purposes. If a call you make to us, or that we may make to you, is to be monitored and recorded, you will be informed of this at the time of the call.
- 3.4 We may collect personal information about you from other organisations or persons, such as:
 - a. Our related organisations including Hamilton City Council, Waikato District Council and/or other Council Controlled Organisations.
 - b. Our suppliers which include organisations such as:
 - Watercare Services Limited
 - Government organisations such as Land Information New Zealand and the New Zealand Police;
 - QV;
 - Solicitors/conveyancers;
 - Our website hosting or internet service providers; and
 - Consultation providers (e.g. for surveys);
 - Credit reporting agencies.
 - c. And other organisations and persons where you have expressly authorised them to provide us with information.
- 3.5 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, as further detailed below.
- 3.6 Our internet servers 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.

4. CCTV

- 4.1 “Closed Circuit Television” (CCTV), capturing both sound and footage, is used in particular areas such as water treatment plants or facilities in order to help reduce crime and anti-social behaviour, and to promote community safety. The IAWAI



Surveillance Camera Management Policy sets out how IAWAI will install, operate and manage electronic surveillance video images.

- 4.2 Signage indicates where CCTV equipment is operating. CCTV footage will only be viewed by authorised staff and representatives from public law enforcement agencies (e.g. the NZ Police) in accordance with the purpose noted above, or when checking that the system is operational. No attempt will be made to identify individuals from CCTV footage except in cases of reported or suspected incidents requiring investigation, or in relation to any legal proceedings.

5. BODY-WORN CAMERAS

- 5.1 Cameras may be worn by our compliance and enforcement officers or other staff, and contractors as a deterrent to anti-social behaviour towards them and to provide a clear record of events if an altercation occurs. Our staff operate the cameras continuously while they are on duty in public places. You will be advised if a staff member or contractor is recording you. Footage from cameras may be used as part of any reported or suspected investigations, or in relation to any legal proceedings.

6. DRONES

- 6.1 We may use drones to support project work. This includes conducting condition assessments of our structural assets for health and safety purposes, undertake surveys of our property and capture 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.
- 6.2 If any drone footage identifies an individual, privacy enhancing technology is used to distort that individual's identity.
- 6.3 Our use of drones is conducted in accordance with Civil Aviation Authority's rules and guidance, and data is processed in accordance with the IAWAI's Surveillance Camera Management Policy.

7. LIVE STREAMING OF IAWAI MEETINGS AND PHOTO/VIDEO FOOTAGE AT CIVIC EVENTS

- 7.1 In the interests of making our decision-making process transparent and accessible, public IAWAI meetings may be broadcast live online and then made available on our website. You will know which meetings are being filmed as there will be a sign clearly stating this before you enter into the meeting room. Most of the filming will cover board and staff members as they speak and debate at the meeting. However, the filming may also include shots of the public in the background and of anyone speaking at a public forum. The footage will be publicly available and can be accessed from our website.



- 7.2 We may also take photos or video footage at certain events in Hamilton (e.g. public or community events that we may manage) for internal or external publications. Signage on display or other communication at an event will let you know if photography or filming will be taking place. If you do not want to be included in any photos or video footage, please talk to one of our staff members present at the event.

8. COOKIES

- 8.1 When you visit our website/s, we may use technology solutions such as "cookies" to enhance your experience by providing you with tailored information and services. Cookies help us understand your preferences and improve your access to our websites when you return.
- 8.2 Our internet servers may also log information about your visit for statistical purposes. This information is analysed on a bulk basis to understand broad demographic trends and improve our services. Individual user data is not analysed.
- 8.3 Types of cookies we use:
- a. Necessary cookies: Essential for the website to function properly.
 - b. Functional cookies: Remember your preferences and settings.
 - c. Analytical cookies: Collect information on how you use our website to help us improve it.
 - d. Advertising cookies: Track your online activity to provide you with relevant advertisements.
- 8.4 You have the option to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. Please note that declining cookies may affect your ability to use certain features of our websites.

9. HOW WE USE YOUR INFORMATION

- 9.1 The personal information that we collect from you, or someone authorised to act on your behalf, may be used by us for any of the following purposes:
- a. To provide you with services or facilities - including those you have requested and those Hamilton City Council, Waikato District Council and/or other Council Controlled Organisations provide to you.
 - b. To positively confirm your identity. This is to avoid inappropriate release or use of your information.
 - c. To respond to correspondence or to provide you with information or services that you have requested, including in relation to any submission you have made to us.
 - d. To process your application for any consent, approval, permit or other authorisation for which you have applied.



- e. To process your application to use or to register for any of our services or facilities.
- f. To manage your membership or use of any of our services or facilities.
- g. To respond to your requests, enquiries or feedback, or for customer care related activities; including communicating to other persons you have authorised us to deal with on your behalf.
- h. To seek your feedback on our services or facilities you have used. This will help us better understand who is using our services and facilities and how these can be improved. If you don't want to be included in these types of surveys, just email info@iawai.co.nz with "IAWAI Customer Surveys" in the subject line.
- i. To provide you with information about our events, news, services or facilities, or the events, news, services or facilities of Hamilton City Council, Waikato District Council and/or other Council Controlled Organisations, that we consider may be of interest to you.
- j. To comply with relevant laws and regulations, including the storage of information on public registers (e.g. Rating Information Database). You may have the right to request that your information is not disclosed on a public register – please contact us at info@iawai.co.nz to enquire (with "Personal Information on Public Registers" in the subject line).
- k. To carry out activities connected with the running of our business or operations such as personnel training, testing and maintenance of computer and other systems or processes, or ensuring the information we hold about you is consistent across the organisation.
- l. For any specific purpose which we notify you of at the time your personal information is collected.

10. SHARING YOUR INFORMATION

10.1 We may share personal information about you to:

- a. Any person or organisation we use to provide products or services to you on our behalf, where your personal information is necessary for the provision of those products or services.
- b. Our agents, service providers (including website hosting providers) and any other third parties to the extent this is necessary to make our services and facilities available to you, or in connection with any of the purposes set out in this statement. We will only provide such third parties the relevant information required for the provision of the services, and the third parties are prohibited from using such personal information for any other purpose.
- c. Hamilton City Council, Waikato District Council, other Council Controlled Organisations, and Watercare Services Limited in order to assist with the functions and services that they provide.



d. A third party if we are required to do so under any legislation, or in the course of legal proceedings or other investigations. This may include:

- sharing footage from our CCTV or other surveillance cameras with the New Zealand Police or other public-sector agencies where criminal activity is reported or is the subject of an investigation or court proceedings;
- governmental organisations, such as Inland Revenue Department or Ministry of Business, Innovation and Employment; or
- a debt collector agency to recover overdue materials or charges.

10.2 Any person to whom you authorise us to disclose your personal information.

10.3 Any person, if that information is publicly available. For example, livestream footage of IAWAI Committee meetings.

10.4 Elected members and the public when you make a submission or petition to IAWAI. Submissions may be made available in full (including the submitter's name and demographic information) on our website and at our main office.

11. WHAT IF YOU DO NOT PROVIDE US WITH THE PERSONAL INFORMATION REQUESTED?

11.1 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, process any applications you have submitted, provide the services or facilities you have requested or otherwise deal with any requests or enquiries you have made.

11.2 In some circumstances, failure to provide information when requested may be unlawful, and/or result in legal consequences. These circumstances and the potential consequences will be explained to you when your personal information is collected.

12. KEEPING YOUR INFORMATION SECURE AND ACCURATE

12.1 We take reasonable steps to ensure personal information is:

- a. protected against loss, damage, misuse and unauthorised access. We restrict access to personal information to those individuals who need access to this information in order to assist us in performing our duties and obligations. Third party access to our systems and data is restricted to approved contractors only, and is reviewed through our internal and external audit programmes.
- b. accurate, up to date, complete, relevant, and not misleading.



13. HOW LONG WE HOLD PERSONAL INFORMATION

- 13.1 We may retain all personal information that we collect (on both our active systems and our archive systems), for as long as administratively necessary, in accordance with the IAWAI Records and Information Management Policy and relevant legislation.
- 13.2 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 or long-term plans, and district planning instruments.

14. ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

- 14.1 You may request confirmation of whether or not we hold any personal information about you and you may request access to your personal information that we hold by emailing us at info@iawai.govt.nz or otherwise contacting us, at the addresses provided below.
- 14.2 Once we have verified your identity we will provide you with such confirmation and access unless one of the grounds for refusal to do so under the Privacy Act applies. You may request that the personal information we hold about you be corrected by emailing us at info@iawai.co.nz. If we agree that your personal information is to be corrected, we will provide you with an amended record of your personal information, if requested.
- 14.3 You have a right to access and request correction of any personal information we hold about, in accordance with the procedures set out in the Privacy Act.

15. WHO YOU CAN CONTACT FOR FURTHER INFORMATION

- 15.1 If you have any queries about this Privacy Statement or personal data we have collected, please contact:

IAWAI – Flowing Waters

Privacy Officer email address: info@hcc.govt.nz

Postal address: Private Bag 3010, Hamilton, 3240, New Zealand

16. RELATED LINKS

Office of the Privacy Commissioner (<https://www.privacy.org.nz/>)