

# Flood Warning Message System Information Statement

## What this statement covers

Greater Wellington Regional Council (Greater Wellington) has created this information statement to explain our flood warning message system, including how we deal with your personal information collected by us.

## Flood Warning Message System

Historically, Greater Wellington has maintained a process for providing flood warnings to landowners in areas that are frequently at risk of flooding from Greater Wellington scheme rivers. These are typically areas that are not defended and which flood frequently (areas lie alongside undefended stretches or within dedicated flood-ways). These flood warnings are provided, at the discretion of Greater Wellington officers, only to landowners in these more frequently at risk areas. Civil Defence retains responsibility for community scale warnings and response planning, such as issuing emergency mobile alerts.

This service has primarily been managed by the Masterton-based Environmental Science team. The warnings were previously provided through a manual phone tree, where the Greater Wellington duty officer contacts a list distributor, and the distributor contacts the remaining list members (and so-on). These flood warnings provide landowners the opportunity to undertake stock relocation to high ground and other activities. The responsibility for acting on these warnings remains with the landowners.

We are moving to a third party software system that will issue messages using 'text-to-voice' technology and all contacts will be called or texted automatically. This system is run by TNZ, which is acting as Greater Wellington's agent and will only use your information for the following purpose.

## What personal information do we collect and for what purpose(s)?

Greater Wellington collect your name and contact number from you by phone or email to compile a contact list. We also collect details of how you interact with the system to allow us to know if you have received the message or if we should attempt to call you again.

We use this contact list to automatically issue flood warning messages to landowners in frequently flooded areas. Your provision of this information is voluntary. If you decide not to provide it, you won't receive warning messages from Greater Wellington.

You can remove or update your details on the contact list by getting in touch by emailing us at [info@gw.govt.nz](mailto:info@gw.govt.nz).

## Using your information

We will only use the personal information provided to us:

- For the purpose 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).

## Sending your information to others

Your information will not be shared with any other parties.

## 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)
- Ask us to correct your information or delete it by emailing us at [info@gw.govt.nz](mailto:info@gw.govt.nz).

## Contact us

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