

# **Service Providers Privacy Statement**

*1 September 2025*

## **What does this privacy statement cover**

This privacy statement explains how Greater Wellington (we, us, our) collects or creates, stores, uses and shares personal information about you as a person representing a service provider – an organisation or sole trader that is contracted to work with or for Greater Wellington (including contractors and consultants) but not as an officer (you, yours).

This privacy statement should be read in conjunction with any related contract or agreement between us and you.

## **Management of personal information**

Depending on your role and the activities you undertake while working with or for Greater Wellington, your personal information will be collected and managed in different ways. Please see each section for further details.

### ***Joining***

When Greater Wellington contracts you, we may collect the following personal information from you or your organisation to enable us to meet our legal obligations, comply with Greater Wellington policies, provide payment, and provide you with related services (e.g. issuing an access card):

- Name
- Contact information, including physical address, email address, and phone number
- Ethnicity and nationality
- Citizenship, residency, or immigration status in New Zealand (and related evidence)
- Education, experience, and work history; and other information provided as part of the application to be engaged
- Health information, including information on any disabilities or other conditions that might impact on your engagement or on our workplace health and safety obligations
- Details of conflicts of interest.

We may also collect the following information from other sources as appropriate:

- Confirmation of academic, trade, or other professional qualifications (including licences, permits and certifications)
- Criminal conviction history or pending criminal charges
- Credit checks for relevant roles

- References.

### ***Organisational profile***

Each person with a Greater Wellington email address will have an organisational profile created that provides your name, contact details, location, photo, and position details. Your organisational profile may be visible to all Greater Wellington employees.

### ***Actions while undertaking your role***

While working for Greater Wellington, your activities may be monitored, including through the use of CCTV surveillance and swipe cards, to ensure you and your colleagues are kept safe, and are undertaking activities in accordance with the *Greater Wellington Code of Conduct* and all applicable laws, policies, standard operating procedures (SOP), and guidelines.

We may document when you were last approved to undertake a task as defined in an approved SOP document. This documentation ensures alignment with any changes or updates to our operational policies and procedures.

We may also collect information about your activities from other Greater Wellington employees, service providers, and volunteers if required as part of investigating any potential issues in relation to your or someone else's activities.

### ***Health, Safety and Wellbeing***

To enable us to manage your health, safety and wellbeing, we may collect information about you, including the configuration of your workplace, potential incidents, accidents, or as part of our annual health monitoring process. This information will assist us to investigate and address any potential health and safety concerns.

You may record your expected location, actual location and intentions to enable us to identify and respond to potential health and safety concerns.

When we are concerned about your health and safety, we may use your location information to locate you.

In the event of a potential or actual health, safety or wellbeing incident (where we believe it is in your interests), we may share information about your location, next of kin, emergency contact or any medical information relevant to the situation with your next of kin, appropriate government agencies or health care providers.

If you are returning to work after an accident, we may communicate with the Accident Compensation Corporation about your role and adaptations required to support a return to work.

We may collect information from medical provider(s) to enable us to establish your fitness to work and compliance with policies and procedures around drug and alcohol consumption.

We may collect evaluative information to assess your level of competence across areas relating to the risks and hazards that you are likely to encounter as part of your day-to-day work to ensure the ongoing safety of you and your team. This information may also be used to help us to identify your additional training needs and how we can support your future growth and development.

We may collect details of the licences, permits or qualifications that you hold that are relevant to undertaking your role safely. These include, but are not limited to, the classes and expiry dates of your driver licence, firearms licence and any licences or permits associated with the handling, application, transport and storage of chemicals, toxins or other controlled substances.

### ***Use of ICT systems and assets***

When using Greater Wellington ICT systems and assets, information about your usage, including the contents of any documents or communications created, sent or received, and websites visited, may be collected.

This information is used to:

- Ensure you and your colleagues are undertaking activities in accordance with the *Greater Wellington Code of Conduct* and all applicable laws, policies, standard operating procedures, and guidelines
- Support capacity planning
- Assist you with any support needs
- Improve our ICT systems and assets
- Detect behaviours or circumstances that may impact the security or privacy position of Greater Wellington
- Provide user training.

When you use or carry some systems and assets, these may detect your location. This information is used to detect behaviours or circumstances that may impact the security or privacy position of Greater Wellington. In addition, where we are concerned about your health and safety, or you have lost your Greater Wellington device, we may use your location information to locate you or your device.

### ***Training***

If you are required or choose to complete training we provide, we may collect details of the training involved, your attendance, any feedback you provide, and details about your level of understanding.

This information is used to:

- Ensure representatives of service providers have completed any required training within the required period

- Deliver training, including any examinations, to you
- Meet the requirements of an external qualification institute (e.g. NZQA)
- Improve our training.

We may disclose your name, contact details and any appropriate dietary or accessibility information to external training providers to enable them to deliver training to you. We may also disclose your contact details and course details to external qualification authorities (e.g. NZQA), to enable your qualification to be recognised.

### ***Radio users***

If you use or carry a Greater Wellington radio communications device, we record details of communications made and received, e.g. the time of the communication, and the workgroup called.

We also collect your geographic location, including your speed and direction of movement and interactions with the radio, and its status (e.g. the period of time since you last pressed a key or the fact the emergency alert was triggered).

We use the information to:

- Deliver Greater Wellington's operational activities
- Locate and assist radio users whose safety may be compromised
- Determine and review the actions taken as part of an incident
- Ensure you and your colleagues are undertaking activities in accordance with the Greater Wellington Code of Conduct and all applicable laws, policies, standard operating procedures, and guidelines.

### ***Surveys and competitions***

We may run internal surveys or competitions on particular topics that are also open to representatives of service providers working at Greater Wellington. Unless otherwise specified at the time of collection, all information collected in or for these surveys will be published in anonymised form.

Unless otherwise advised, competition entries will solely be used for selection of a winner. Details of the winners of competitions may be made available to all people working at Greater Wellington.

### ***Awards***

We may make available various awards for Greater Wellington employees, some service providers and volunteers. Unless otherwise specified at the time of collection, all information collected in relation to awards is used to select a winner and support engagement within Greater Wellington.

Details of the potential and actual award winners, including photographs, may be made available to all Greater Wellington employees, service providers and volunteers at Greater Wellington.

### ***Using Greater Wellington vehicles***

If you wish to use a Greater Wellington vehicle, you will be required to provide your driver licence for sighting. We use the last four digits of your driver licence number to create a pin for use in the EROAD system. The pin, along with your contact and position information, is provided to EROAD and managed in accordance with its Privacy Policy.

EROAD may monitor the use of the vehicle including your driver style, speed and location as detailed in its Privacy Policy.

EROAD may provide details about your use of a Greater Wellington vehicle to enable us to:

- Pay road taxes and regulatory charges for this vehicle
- Schedule and monitor servicing and registration of vehicles
- Monitor fuel usage and efficiency of vehicles
- Ensure vehicles are being used in a safe and lawful manner
- Monitor the location of vehicles and the distance, location and speed of that vehicle
- Verify complaints from the public about vehicles
- Provide driver training
- Meet our legal and insurance obligations.

### ***Living Wage assurance***

Where your services to us meet our Living Wage obligations (as stated in our contract with you) we may request information about your or your employees (such as wage records or related employment information) to assure us of your compliance with these obligations.

### ***Other situations***

There may be occasions when we collect personal information not included in this privacy statement. We will provide a specific privacy statement at the time.

### ***Using your personal information***

Greater Wellington employees in relevant positions only use your personal information when, and to the extent, it is needed for:

- The business purposes for which we collect or create that information (see above)

- 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).

### **Who do we share your personal information with?**

We may share your personal information if you authorise this, we are permitted to do so by law, or in the course of legal proceedings or other investigations. For example, this may include sharing personal information with the New Zealand Police or other public sector agencies where criminal activity is reported or suspected.

Where we receive a request under the Local Government Official Information and Meetings Act 1987, we may release your personal information if it relates to the activities you completed in your capacity as the representative of a service provider working with or for Greater Wellington.

Where we work with [Council Controlled Organisations](#), we may provide relevant personal information to the extent needed for the delivery of their functions and services.

We may also disclose your personal information to the service provider that you represent.

### **How long do we keep your information?**

We will keep your personal information:

- Until we no longer have a valid business purpose for keeping it; or
- For as long as required by law or our retention and disposal schedule.

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.

### **What are your rights?**

You have rights to:

- Ask us whether we hold personal information about you;
- Access that information; and
- Request correction of that information.

If you wish to access or correct your personal information held by Greater Wellington, please contact [privacy@gw.govt.nz](mailto:privacy@gw.govt.nz).

Note that, under the Privacy Act 2020, some personal information may be withheld or access refused, if the relevant grounds apply.

### **Contact us**

If you have questions or queries about this privacy statement and its application, please talk to the relevant people leader in the first instance. Alternatively, you can contact the Greater Wellington Privacy team at [privacy@gw.govt.nz](mailto:privacy@gw.govt.nz).

**Will we change this privacy statement?**

We will update this privacy statement from time to time. Any changes to this privacy statement will be posted on the Greater Wellington website and dated, with a link to previous dated versions.