

Website Privacy Policy for Uptempo

Developed: 29 September 2022

Next review: September 2023

INTRODUCTION

Uptempo, a unit within Auckland Council complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

CHANGES TO THIS POLICY

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that we upload the revised policy.

WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM

In accordance with the Privacy Act (2020) we may collect, hold and use statistical information about your online visits, as well as your IP address, to help us improve our websites. This information could include details such as your search queries, the pages you view, time and date of your visit and browser type.

Our internet service providers may also make a record of your visit and log the information for statistical purposes. This information is only analysed in bulk for broad demographic content. Website use by an individual is not analysed.

We collect personal information about you from:

- *you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g. telephone call or email), or when you download our research or use our services and products*
- *third parties where you have authorised this or the information is publicly available.*

If possible, we will collect personal information from you directly.

COOKIES AND OTHER TRACKING TECHNOLOGIES

When you visit our website we may use “cookies” to provide you with better access to tailored information and services. Cookies are small files of data that record information about your visit to a website or application. We also use other tracking technologies, similar to cookies, to monitor how you use our websites. The information provided is aggregated and we do not attempt to identify individual users or their browsing activities.

Some cookies and technology are necessary for our websites to function. These include:

Essential cookies: Some cookies are necessary for the core functionality of sites. Our websites cannot function properly without these.

Analytical cookies: These help us study user behaviour, mostly to see if site users can find what they are looking for and can act on it. They allow us to recognise and count the number of visitors and see how they move around our website.

GOOGLE ANALYTICS

Google Analytics is an online service to track and report website traffic. Google can use the data it collects to track and monitor the use of our online services. This data is also shared with other Google services (such as its search engine) where it may be used to personalise advertising to match your online profile.

You can choose not to be involved with Google Analytics by installing a small piece of software on your browser. This software prevents your online activity data being shared with Google Analytics.

More information about Google Analytics’ privacy practices can be found at Google’s privacy policy and terms of use.

STORAGE AND SECURITY OF PERSONAL INFORMATION

When any online services are provided that involves visitors sending personal financial information to the Uptempo website, a secure transmission method will be used.

All Uptempo employees and data processors who have access to, and are associated with the processing of, personal data are obliged to respect the confidentiality of our visitors' personal data.

HOW WE USE YOUR PERSONAL INFORMATION

We will use your personal information:

- *to verify your identity*
- *to provide services and products to you*
- *to communicate our services to you, including contacting you electronically (e.g. by text or email)*
- *to improve the services that we provide to you*
- *to respond to communications from you, including a complaint*

- *to protect and/or enforce our legal rights and interests, including defending any claim*
- *for any other purpose authorised by you or the Act.*

DISCLOSING YOUR PERSONAL INFORMATION

We will only disclose your personal information to:

- *any other person authorised by the Act or another law (e.g. a law enforcement agency)*
- *any other person authorised by you.*

PROTECTING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, contact us via the contact form on our website. Your message should include who you are and set out the details of your request (for example the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

INTERNET USE

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.