

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 and Self-Service Portal

Greater Wellington's Environment Group, under its flood response function, delivers flood warning messages to customers. Our flood incident management team has moved away from the 50- to 60-year-old manual phone free system to a modern third-party software as a service (SaaS) system that will issue flood warning messages using 'text-to-speech' or SMS technologies to all contacts via a phone call or SMS automatically. We are also moving to a self-service portal to keep the flood warning contact list current. These systems are run by TNZ, which is acting as Greater Wellington's agent and will only use your information for the following business purposes.

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

Greater Wellington is collecting names, phone numbers, email addresses and physical addresses via the flood warning self-service portal website which is hosted by TNZ. The self-service portal and TNZ's SaaS automated messaging system are linked to update the contact lists. We also collect details of how you interact with the system to allow us to know if you have received and acknowledged the flood warning message or if we should attempt to call you again.

We use the contacts 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 emailing us at info@gw.govt.nz.

Using your information

We will only use the personal information provided to us for:

- The purposes we collect 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).

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
- Ask us to correct your information or delete it by emailing us at info@gw.govt.nz.

Providing your information to others

Personal information will only be used for the purpose of providing flood warning messages. However, in an emergency, Civil Defence may request contact details under its statutory powers.

Further Information

For further information about how Greater Wellington handles your personal information including how to request a copy please refer to [Greater Wellington's Privacy Statement](#).