

MANGERE LAWN CEMETERY - CUSTOMER PRIVACY STATEMENT

Your privacy is important to the Mangere Lawn Cemetery Trust Board (referred to in this Privacy Notice as "we", "our", or "us"). This Privacy Notice governs our collection, use and disclosure of your personal information (as defined in the Privacy Act 2020 (Privacy Act)) and has been prepared in accordance with our obligations and your rights set out in the Privacy Act. We may change this Privacy Notice from time to time.

What type of personal information do we collect?

When we say 'personal information' we mean identifiable information about you relating to your;

- identity, including your name, marital status, date of birth, date of death and gender;
- Contact details including your address e-mail address and telephone numbers;
- Financial details, including bank account and payment card details;
- Transaction details, including details about payments to and from you and other details of services you have requested;
- Technical information including Internet protocol (IP) address, browser type and version, time zone setting and location, browser plugin types and versions, operating system and platform and other technology on the devices you use to access our websites;
- Profile information, including requests made by you, your feedback and survey responses;

- Usage information, including information about how you use our website, facilities and services;

We may also collect any other information provided by you in connexion with, or specifically related to your communications with us or your use of our services or facilities;

Your personal information is any information about you. Your name, contact details, finance, purchase records, anything that you can look at and say, 'this is about me'

When do we collect your personal information?

We may collect your personal information when you or someone acting on your behalf, such as a funeral director or family member, provides information to us directly. For example, when you;

- Apply for employment with us;
- Communicate and correspond with us, whether in person, by letter, phone, text, e-mail, instant messages or other means of electronic communication;
- Complete and submitted forms for our products or services. For example, applications for consents, licences, approvals, permits, funding, other authorisations or for the use of any of our products, services or facilities, including signing up for and using our online services and apps, such as our online payment systems,

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plot identification systems such as PlotBox and related information systems;

- Prepare and submit a written submission, request or other feedback in relation to products, applications, licences, approvals, permits, funding or other authorisations;
- Use any of our products, services or facilities;
- Subscribe to our newsletter or update services;
- Follow or post comments in response to our social media or other facilities such as Facebook, Twitter, LinkedIn, YouTube, and the like.

We may also;

- keep a record of any information that you acquire from you;
- 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 may be made to you, is to be monitored and recorded.
- Collect personal information about you from other organisations, entities or persons such as Funeral Directors, members of the grief profession or family members;
- Other related organisations, including the grief profession, where you have authorised them to provide us with information;
- The New Zealand Police, credit reporting, and other organisations, or persons where you have expressly authorised them to provide us with information

- Our suppliers which include solicitors and conveyancers, funeral directors and the like.

Why do we collect your personal information?

We only collect your personal information when it is necessary for a specific purpose connected with the products or services we provide. The purpose for creating and using your information varies according to the products or services you are using. In general, we collect your personal information fairly with your consent, for example, in the performance of a contract or agreement with you or to comply with laws in regulations.

What information do we collect when you visit our websites?

When you visit one of our websites, we may use technology such as cookies to provide you with better access to tailored information and services and to better serve you when you return to them.

We may collect, hold and use statistical information about your visits in connexion with your IP address to help us improve our website, for instance;

- The search of terms you used
- the pages accessed and the links you clicked
- the date and time you visited the site
- The referring website (if any) through which you clicked through to our website
- Your operating system eg Windows XP, Mac OS X

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- The types of web browser you used eg Internet Explorer, Mozilla Firefox
- They make model and number of mobile devices used to visit our site

The information provided is aggregated, and IP addresses masked so the information cannot be used to identify individuals.

Our Internet service providers 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.

We do not attempt to identify users or their browsing activities unless they choose to give us personal information while using our website

In addition to using cookies, we may use Google Analytics, a service that provides aggregated reports on website activity. Google Analytics and similar programmes rely on the use of cookies. For details of what information is collected via these cookies and how it is stored and used, see Google's privacy policy.

What information do we collect from CCTV?

We use closed-circuit television (CCTV) in particular areas to monitor people and traffic movements, secure facilities such as the Crematorium, Chapel and Lounge, and monitor public places to help reduce crime, anti-social behaviour and to promote community safety.

Signage advertising CCTV equipment will give notice of areas covered by such equipment. CCTV footage will only be viewed by

authorised people in accordance with the purposes noted above or to regularly check the system is operational. No attempt is made to identify individuals from CCTV footage except in relation to a reported or suspected incident requiring investigation

What do we use your personal information for?

The personal information that we collect from you, or someone else on your behalf, may be used for any of the following purposes:

- To provide you with products, services or facilities, including:
 - those you have requested; and
 - Assisting staff and consultants to provide such services and facilities to you.
- To positively confirm your identity. This is to avoid inappropriate release or use of your information.
- to respond to correspondence or to provide you with information that you have requested
- to process your application for any purchase, internment, inurnment, consent, licence, regulation, approval, permit or other authorisation for which you've applied
- To process your application to use or register for any of our products, services or facilities, including our online services;
- To process payments received by or made by us;
- To respond to your requests, inquiries or feedback, or for customer care related activities;
- To provide you with information about our events, news services or

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facilities, all the events, news, services or facilities that consider may be of interest to you;

- to comply with relevant laws and regulations;
- To carry out activities connected with the running of our business or operations such as personal training or testing and maintenance of computer and other systems;
- For any specific purpose which we notify you of at a time your personal information is collected;
- To carry out surveys to improve our business process and operations, based upon your feedback;
- or general administrative and business purposes

We only collect your personal information for a specific purpose connected with the products and services we provide.

Who do we share your personal information with?

We may share your personal information with;

- any person engaged by us to provide products or services to you on your behalf where your personal information is necessary for the provision of these products or services
- Our controlled organisations, in order to assist with the functions and services they provide

- To a third party in the course of legal proceedings or other investigations. This may include sharing CCTV with the New Zealand Police or other public sector agencies where criminal activity is reported or suspected. The New Zealand Police may also access live feeds from certain CCTV cameras from time to time for law enforcement, investigation and emergency response purposes.
- Any person you authorise us to disclose your personal information to;
- Any person if that information is held in a public register;
- A third party contracted by us to provide data hosting services and who may be based in other countries such as The United Kingdom, Australia or the United States of America, where we believe appropriate safeguards are put in place to ensure adequate protection of information.

What information do we make public?

We make some information available to the public through our website and the plot information system. This information is used by members of the public to search for deceased people and, to a limited extent, provides some information on the deceased person.

How do we protect your personal information;

Looking after your information is our priority. We are committed to protecting your personal information and take reasonable steps to ensure it is;

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- Protected against loss, damage, misuse and unauthorised access. With respect to access to personal information, to those individuals who need access to this information in order to assist us in performing our duties and obligations
- Accurate, up to date, complete, relevant and not misleading.

How long will we keep your personal information?

The length of time we will keep your personal information depends on what it is and whether we have an ongoing need to retain it, for example, to provide you with services you have requested or information on who we have buried/cremated in the cemetery

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 our retention policies and disposal schedule.

To determine the appropriate retention period of your information, we consider the nature, sensitivity, appropriate legal obligations, the potential risk of harm from unauthorised disclosure, the purposes for which the process the purposes for which we process your information and whether these purposes can be achieved through alternative means.

We are required to keep records of our business under Acts which require us to retain protected records indefinitely. In some circumstances, your personal information may be identified within a protected record.

What if you do not want to provide the personal information in question?

If you do not provide us with all the personal information about you that we requested, we not be able to adequately respond to your correspondence, process the applications you have submitted, provide the services or facilities you have requested, comment, process payments or otherwise deal with any requirements or inquiries you have submitted.

In some circumstances, failures to provide information when requested may be unlawful and may result in legal consequences.

These situations and the potential consequences may be explained to you when your personal information is collected.

Looking after your information is our priority. We are committed to protecting your personal information.

What are your rights?

You have the right to know what information we hold about you, to request a copy and to request that we correct any information that is inaccurate. Your rights of access to and correction of any personal information we hold about you are subject to the procedures set out in the Privacy Act.

Accessing your information or obtaining a copy of your information.

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You may request confirmation of whether or not we hold personal information about you, and you may request access to your personal information that we hold. If you request to access your information, we take steps to confirm your identity. This might involve asking you some security questions and checking your identity documents. Once we have verified your identity, we will provide you with such information and access unless one of the grounds for refusal to do so under the Privacy Act applies.

Updating and correcting information.

If you think the information, we hold about you is inaccurate, you may request changes to your personal information. If we agree that your personal information is to be corrected, we will provide you with an amended record of your personal information. If we do not agree that the information needs to be corrected, we will make note of your request on the disputed information as a "settlement of correction".

We will endeavour to respond to your request as quickly as possible and no later than 20 working days after you make your request. Use the put postal address provided below.

Does this privacy notice cover Mangere Cemetery Trust Board controlled organisations?

This privacy notice covers The Mangere Cemetery Trust Board. Other organisations may have their own Privacy Statement(s) on their websites.

Who can you contact for further information?

You can contact us at any time to ask about our privacy notice and privacy provisions, to let us know if you're concerned about anything or make a complaint about the way we've handled your personal information. If you have any queries about personal information held by us please contact:

**The Manager,
Mangere Lawn Cemetery Trust Board.
85 McKenzie Road,
Mangere Bridge.
Auckland.**

If you're not satisfied with how we've heard your complaints, you have the right to make him plant to the office of the privacy commissioner. Complaints can be made online or sent by post to:

**Office of the Privacy Commissioner
Po Box 10094
Wellington. 6143**