

Metlink On-Demand Privacy Statement

What this statement covers

Greater Wellington Regional Council (Greater Wellington) has created this privacy statement to explain how we deal with your personal information collected when you use Metlink On-Demand. Personal information is information about an identifiable individual – you.

Our collection, use and disclosure of your personal information addresses the requirements of the Privacy Act 2020. This Act is administered by the Ministry of Justice and its application is overseen by the [Office of the Privacy Commissioner](#).

We may change this privacy statement from time to time.

Collecting your information

Greater Wellington may collect the following information as part of your use of Metlink On-Demand:

- Contact details – your name, email address, phone number, and avatar
- Payment information – credit or debit card details, and transaction history
- Booking information – fare type, location, destination, and number of passengers
- Trip information – trip status, bus route taken, time taken to get to the bus stop
- Location information – your phone's current location in the 30 minutes prior to your expected pickup.

Your provision of this information is voluntary. If you decide not to provide it then you will be unable to use Metlink On-Demand.

Any information that is optional to provide (e.g. an avatar) is clearly shown when using the Metlink On-Demand App.

As part of Metlink On-Demand, Mana Coach Services operates and records CCTV and audio on the bus. The related privacy policy is available at [Mana by Transdev Privacy Policy](#).

Using your information

Greater Wellington will use your information to:

- Provide you travel on Metlink On-Demand
- Assist you in locating the virtual bus stop for pickup
- Ensure the appropriate type of bus is provided and to a suitable pickup location
- Identify you and your eligibility for a concession fare as you enter the bus
- Ensure you are delivered to your desired destination
- Handle complaints or queries regarding Metlink On-Demand
- Improve the Metlink On-Demand service offered by Greater Wellington.

Please refer to the Mana Coach Services' privacy policy about how CCTV footage and audio from the buses is used. This information is available at [Mana by Transdev Privacy Policy](#).

Sharing your information

Greater Wellington may disclose personal information about you to:

- Another agency if it is permitted to do so by law, or in the course of legal proceedings or other investigations
- Any person to whom you authorise us to disclose your personal information.

Please refer to the Mana Coach Services' privacy policy about how CCTV footage and audio from the buses is disclosed. This is available at [Mana by Transdev Privacy Policy](#).

Data storage, security and accuracy

Greater Wellington has implemented measures to ensure your personal information is kept safe and secure; is protected against loss, and unauthorised use, change, disclosure, or access; is kept accurate, current, complete, and relevant; and is not misleading.

How long do we hold your personal information?

We may retain all personal information that we collect for as long as is administratively necessary and in accordance with our information 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.

Accessing and correcting your personal information

You have the right to:

- Ask us to confirm whether we hold personal information about you
- Access that information by emailing us at privacy@gw.govt.nz
- If applicable, request us to correct that information.

Once we have verified your identity, we will provide you with confirmation and access, unless we believe we should withhold the information under the Privacy Act 2020. We will deal with your request within 20 working days; and, if we decide to withhold, we will provide the reasons and supporting grounds.

Correction

If we:

- Agree that your personal information needs to be corrected, we will do so and provide you with an amended record (if requested)
- Refuse a request for correction, you are entitled to request that a statement is attached to the relevant personal information recording that the correction was sought but not made. This request can include non-active/historical records.

Your rights to access and correct any personal information we hold are subject to the Privacy Act 2020.

Please refer to the Mana Coach Services' privacy policy about how access CCTV footage and audio from the buses. This is available at [Mana by Transdev Privacy Policy](#).

Contact us

For further information about this privacy statement and our related information practices, please contact us on info@metlink.org.nz.

If you wish to access or correct your personal information, please contact our Principal Privacy Officer at privacy@gw.govt.nz.

Complaints

If you consider we have breached your privacy, or there is a privacy matter that we cannot resolve, you can make a complaint to the Privacy Commissioner at:

Phone 0800 803 909 (Monday to Friday 10am to 3pm)

Email enquiries@privacy.org.nz

Post Office of the Privacy Commissioner, PO Box 10094, Wellington 6143.