

# PRIVACY POLICY

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RERERANGI  
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NELSON  
AIRPORT



## INTRODUCTION

Nelson Airport Limited ("Nelson Airport", "we") values your privacy and is committed to keeping your information safe. This Privacy Policy explains how we collect, use, store, and share your personal information, in line with the Privacy Act 2020 and any amendments to it.

By giving us your personal information or using our services, you agree to this Privacy Policy. If you give us information about someone else, you must have their permission, unless the Privacy Act 2020 allows you to provide it without their consent.

We may change this Privacy Policy at any time. We will post the updated statement on our website, and the changes will take effect from that date. Please check our Privacy Policy regularly.

## WHAT INFORMATION DO WE COLLECT?

We may collect the following personal information when you interact with us:

- Your name, contact details, date of birth.
- Your Bank account details.
- Your location and movements at Nelson Airport and its surroundings (including CCTV footage).
- Vehicle licence plate number.
- Recordings of conversations and or meetings with our staff.
- Email communications and your written and verbal interactions with us, including information you provide in noise complaints, feedback, enquiry, or competition forms.
- Your image (photos or videos) as you move around our property or sign in as a visitor.
- If you apply for a job with us, we collect recruitment and employment information, such as CVs, academic transcripts, interview notes, references, and background check information.

## DATA COLLECTED WHEN YOU USE OUR WEBSITE

You can explore our website without giving Nelson Airport any personal details. However, to keep the site running smoothly and securely, our hosting provider automatically collects some basic technical information during your visit. This may include:

- Information about your browser, network, and device
- Your IP address
- The pages you visit on our website
- The time and date of your visit

This data helps the website function correctly, protect against malicious activity, and improve performance. It is analysed in an aggregated or de-personalised form and is not used to personally identify you.



Our website does not use its own cookies to collect or store personal data beyond what is necessary for essential functions such as session management and form security. Some embedded services or third-party tools (for example, analytics or media players) may use their own cookies or similar technologies for essential website features or to measure usage.

This website may contain links to other websites. Nelson Airport is not responsible for the privacy practices of these external sites. We encourage you to review the privacy policies of any other websites you visit.

Additionally, our website may record information about user interactions and site behaviour. This information is aggregated and anonymised and is used solely to improve the website experience for all users.

## HOW DO WE COLLECT YOUR INFORMATION?

We usually collect personal information directly from you when you:

- Contact us by phone, email, or letter.
- Meet / engage with our staff in person.
- Use our services.

We (and any authorised third parties in accordance with this Privacy Policy) may also collect personal data:

- By recording conversations with our staff at meetings.
- Through CCTV footage in and around Nelson Airport.
- When you apply for a job with us.
- When you submit a noise complaint, feedback form or make an enquiry.
- When you subscribe to our newsletters, participate in surveys, competitions, or promotions.
- By filming or taking photographs of you on our property (which may be used in our marketing materials). We will use best endeavours to gain your express permission before publishing photographs or video footage in which you are clearly identifiable.
- When you enter and exit through our vehicle barrier arms.

There may also be occasions when we collect your personal data (in accordance with this Privacy Policy) from a third party, such as:

- where you have authorised this.
- a publicly available source.
- a government department, regulatory body, or law enforcement agency.
- an airline or retail outlet.
- a service provider.

Where we collect personal information about you from a third party, we will take reasonable steps to notify you of that collection, including the purpose of the collection and your rights, unless an exception under the Privacy Act 2020 applies (for example, where notification would be impracticable or would prejudice law enforcement or security functions). We will then process, retain and use that data in accordance with this Privacy Policy.



## WHY DO WE COLLECT YOUR INFORMATION?

We collect your personal data so that it can be used and disclosed in connection with the operation of Nelson Airport, as set out below.

## HOW DO WE USE YOUR INFORMATION?

We must have a legal basis to use your personal data. In most cases, the legal basis will be one of the following:

- where we have your consent to do so.
- to allow us to comply with our legal obligations.
- to allow us to take actions that are necessary to assist or provide you a service.
- to make and receive payments or help you resolve an issue you have.

We (and any authorised third parties in accordance with this Privacy Policy) may use your personal data for the following reasons:

- for safety and security purposes.
- for operational purposes.
- to process your transactions.
- to process and respond to enquiries.
- to assist with emergency responses.
- to process your transactions and administer your account/s.
- for internal purposes (such as risk management, staff training and invoicing).
- as part of the investigation and analysis of incidents.
- to contract with authorised individuals.

By providing your email address and/or mobile phone number, you consent to us sending your information connected with the above collection and use purposes via email or text message.

To support our services, your personal data may be hosted by third-party providers, including those located outside New Zealand. We ensure that all data hosting arrangements comply with applicable privacy laws and that your information is protected by appropriate safeguards.

## WHEN WOULD WE DISCLOSE YOUR INFORMATION?

Personal data held by Nelson Airport will be accessible by Nelson Airport employees or contractors where it is necessary for that employee or contractor to carry out their duties or provide the services for which they are contracted.

We may also use payment services provided by third parties as necessary to provide you with our services.

We will not disclose your personal data to other people or agencies except where:

- you have authorised such disclosure.
- disclosure is required by our contractors (for the purposes of the services they provide), so that we can complete a transaction on your behalf.



- disclosure is to a Government department, regulatory body or law enforcement agency that is entitled to such information under its statutory powers.
- we are required to provide the information by law.
- disclosure is required for safety, security or information assurance purposes.
- disclosure was for a purpose, or a directly related purpose, of collecting the information.
- disclosure is required to facilitate the sale, disposal, assignment or transfer of Nelson Airport or any of its assets or subsidiaries or related companies.
- disclosure is necessary following a transfer of our rights and duties.
- it is necessary for a function of Nelson Airport, such as for legal or auditing purposes.
- disclosure is otherwise permitted by law.

We may share your personal data with the following agencies in a manner consistent with the use and disclosure purposes listed above:

- our contractors (for the purposes of the services they provide).
- Government departments, regulatory bodies or law enforcement agencies.
- service providers that maintain, review and develop our business systems, procedures and technology infrastructure, including testing or upgrading our computer systems.
- payment system organisations.
- organisations that assist with our data analytics.
- organisations involved in a transfer of our assets or business.
- media organisations and digital platforms that assist us in communicating with you, such as media outlets or social networking sites.; or
- other organisations involved in our normal business operations, including our contractors, as well as our accountants, auditors, lawyers or other external advisors.

## HOW DO WE PROTECT YOUR INFORMATION AND HOW LONG WILL WE KEEP IT FOR?

Nelson Airport implements and maintains security measures that are designed to provide reasonable protection against the loss, interference or misuse of your personal data and to prevent unauthorised access, modification or disclosure of your personal data.

Communications over the internet, such as emails or data transmissions, are not secure, unless they have been encrypted. As a result, while we strive to protect your personal information, Nelson Airport cannot ensure or warrant the security of any information you transmit to us via email or customer response form. Once we receive your transmission, we make our best effort to ensure its security on our systems. We may allow third parties to monitor our network for security and data assurance purposes.

We are only permitted to store your personal data for as long as necessary having regard to the purposes for which it was collected or a related or ancillary purpose. We may delete your personal data after a reasonable period and, if you have not used our services for some time, you may have to re-enter, or re-supply, your personal data to us. At times, we may need to retain your information for a longer period where we need the information to comply with regulatory or legal requirements or where we may need it for our legitimate purposes. If we do



not need to retain information for this period, we may destroy, delete or anonymise it more promptly.

## WHAT IF YOU DO NOT PROVIDE US WITH YOUR INFORMATION?

You can choose not to give us your personal data. However, if you do not provide your information to us, we may not be able to:

- provide you with the product or service you want.
- respond to your requests.
- manage or administer your product or service.
- personalise your experience with us.
- verify your identity or protect against fraud.

## ACCESSING AND CORRECTING YOUR INFORMATION AND CONTACTING US

You have certain rights relating to your personal data. This includes the right to ask for a copy of any personal data we hold about you, ask for it to be corrected if you think it is wrong, or ask that the use of your personal data be limited.

If you'd like to ask for a copy of your information, to have it corrected or exercise any other right, please contact us via email, [privacy@nelsonairport.co.nz](mailto:privacy@nelsonairport.co.nz), or in writing at PO Box 1598, Nelson 7040, New Zealand.

Please note there may be some circumstances where we cannot give effect to your request. If that is the case, we will let you know, and such decisions will be made in accordance with the provisions of the Privacy Act and any other relevant legislation.

If you would like to make a complaint or learn more about your rights in relation to your personal data, please contact the New Zealand Privacy Commissioner ([www.privacy.org.nz](http://www.privacy.org.nz)).

## CCTV

Nelson Airport permits access to our CCTV recordings in very limited circumstances and only related to the purposes for which the recordings are collected or otherwise in compliance with the Privacy Act 2020.

The purpose for collecting recordings is to:

- Deter criminal activity.
- Increase personal safety of staff, visitors, contractors and tenants.
- Protect Nelson Airport buildings and assets.
- Assist Nelson Airport to investigate visitor or staff incidents if necessary
- Protect property owned by others.
- Assist to manage Nelson Airport particularly in health and safety sensitive areas.
- Resource allocation and maintenance.



If you believe you need to access recordings from our CCTV cameras, you'll need to submit a CCTV request via our website. Please note that recordings are only stored for 60 days.

All requests for CCTV footage will be dealt with strictly in accordance with the provisions of the Privacy Act 2020, noting that such footage is collected for Nelson Airport's safety, security and operational purposes. CCTV footage release requests may be denied where they do not meet the requirements of the purpose of their collection or otherwise in compliance with the Privacy Act 2020.