

17 June 2020

Jayson Chilvers

Email: [fyi-request-13070-a9cc8bb0@requests.fyi.org.nz](mailto:fyi-request-13070-a9cc8bb0@requests.fyi.org.nz)

Dear Jayson

## **REQUEST FOR INFORMATION UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987**

### **Introduction**

1. On 10 June 2020, via the FYI website, you made a request under the Local Government Official Information and Meetings Act 1987 ("Act") that Watercare provide:
  - (a) the name, contact details and qualifications of our privacy officer; and
  - (b) the number of privacy requests received by Watercare in the past 12 months, and the number of these requests that were deemed vexatious or frivolous.
2. Our response is set out below.

### **Details regarding privacy officer**

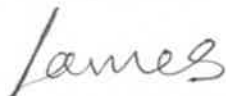
3. Watercare has a dedicated team trained to deal with information requests relating to privacy and official information. Our team receives specialised training on how to process, evaluate and respond to information and privacy requests. Our average response time to a request is three days.
4. Watercare is committed to respecting our customers' privacy at all times. For further information, see [www.watercare.co.nz/Privacy-statement](http://www.watercare.co.nz/Privacy-statement).
5. Pursuant to sections 7(2)(a) and (f) of the Act, Watercare refuses to make this information available. Withholding the name, contact details or qualifications of our privacy officers is necessary to protect the privacy of natural persons. These details are personal information about which our privacy officers have a reasonable expectation of privacy.
6. Withholding this information also maintains the effective conduct of public affairs through the free and frank expression of opinions, and the protection of employees from improper pressure or harassment.

### **Privacy requests received by Watercare**

7. Since July 2019, Watercare has received six requests for information under the Privacy Act 1993. Four of these requests were from you. Over that same period, Watercare has received approximately 40 requests under the Act.

8. Out of these requests, the only requests that we have considered vexatious or frivolous are your near identical repeated requests for information that we have already provided.
9. In the event that you are not satisfied with Watercare's response, you have the right to complain to the Ombudsman.

Kind regards



Evan James  
Head of Customer Care  
**Watercare Services Limited**