

1st May 2015

**Customer Response Team
NZ Transport Agency
Palmerston North Office
Private Bag 11777
Palmerston North 4442**

Level 12, SAP Tower
151 Queen Street
Auckland 1010, New Zealand
P O Box 8290, Symonds Street
Auckland City 1150
Telephone 09 375 5080
Facsimile 09 375 5085

Dear Sir/Madam,

RE: Wilson Parking New Zealand Limited's 2015 Annual Compliance Report

We submit this report on our use of access to names and addresses held on the Motor Vehicle Register for the following 'specified purpose' granted by the Ministry of Transport to Wilson Parking New Zealand Limited 3rd May 2011: ***Specified Purpose: To send reminder notices to persons registered in respect of motor vehicles where vehicles have been parked in car parks managed by Wilson Parking in breach of the terms of a contract***

Summary

- 1) Please find enclosed a Monthly usage summary and statement regarding usage. **Appendix 1.**
- 2) Please refer to **Appendix 2** and copies of our Wilson Parking Enforcement Services Division 'Motochek Confidentiality Requirements Acceptance' for each staff member who currently has access.
- 3) Records are kept of the occasions when names and address have been accessed from the register. A five working day delay has been applied in all cases before requesting owner details. Please refer to the Sample of workflow files for Moto-Chek **Appendix 3**. This illustrates the date we send the request to Moto-Chek and receive the information back before uploading and generating a reminder letter to the registered owner.

Please advise should you require any further information which we will be happy to provide. We would also be happy to receive a visit from the Ministry to demonstrate our systems and use of this information.

Yours sincerely,

Wilson Parking New Zealand Limited



**National Manager
Parking Enforcement Services**

Annual Compliance Report 1st May 2014 – 30th April 2015

Level 12, SAP Tower
151 Queen Street
Auckland 1010, New Zealand
P O Box 8290, Symonds Street
Auckland City 1150
Telephone 09 375 5080
Facsimile 09 375 5085

Access to Motor Vehicle Register**Statement**

Since May 2014 – April 2015, Wilson Parking has accessed 168917 vehicle owner details from the NZ Transport Authority for the MOT approved 'specified purpose'; *To send reminder notices to persons registered in respect of motor vehicles where vehicles have been parked in car parks managed by Wilson Parking in breach of the terms of a contract*

We certify that the names and addresses obtained from the register have only been used for the specified purpose and there have been no reported instances of unauthorised access. Please find attached (**appendix 1**) our monthly usage summary.

Before being permitted access to the Motor Vehicle Register, all staff received training emphasising that such access must only be for the 'specified purpose'. Please find enclosed (**appendix 2**) our Wilson Parking Enforcement Services Division 'Moto-Chek Confidentiality Requirements Acceptance' confirming their understanding and training. Only these staff have access to Moto-Chek.

Access to the register for these staff has been restricted to our central location of Wilson Parking New Zealand Limited's head office located on level 12, SAP Tower, 151 Queen Street, Auckland. Access to the enforcement services division at this address is restricted by proxy-card reader access.

Daily records are kept of the purpose and occasions whenever names and addresses are accessed from the register in our Notice-It Data base with restricted access to the above authorised staff. A minimum five working day delay is applied from the time a breach notice is placed on a vehicle to when we request the owner details from the register. Please find attached (**appendix 3**) a sample of work-flow files for Moto-Chek requests. This illustrates when a new infringement is added to the system and when the owner request is sent. We have programmed our Notice-It data base system to apply an automated delay of 5 days .

This statement was made on 1st May 2015 at Wilson Parking New Zealand Limited, Level 12, SAP Tower, 151 Queen Street, Auckland by:


National Manager
Parking Enforcement Services
Wilson Parking New Zealand Limited (Signed)


Date



Witnessed by:


Internal Auditor New Zealand
Wilson Parking New Zealand Limited (Signed):

Date



Wilson Parking New Zealand Limited
Annual Compliance Report 1st May 2013 – 30th April 2014
Access to Motor Vehicle Register

APPENDIX 1



Motochek

Monthly usage summary

01/05/2015 09:03 WILSON PARKING LTD - MOTOCHek ACCOUNT [REDACTED]

Daily summaries information is available for the last twelve months and individual transaction information is available for the last three months. Click on the month to see the transaction details for that month.

Month	Query type	Immediate	Overnight	Certificates
April 2015	Current details	351	13540	
	Registered person history	18	0	
	RUC licence history	1	0	
	Total	370	13540	
March 2015	Current details	733	15673	
	Registered person history	46	0	
	Check vehicle stolen	4	0	
	Total	783	15673	
February 2015	Current details	587	12418	
	Registered person history	40	0	
	Total	627	12418	
January 2015	Current details	418	10870	
	Registered person history	18	0	
	Total	436	10870	
December 2014	Current details	498	14600	
	Registered person history	11	0	
	Total	509	14600	
November 2014	Current details	454	11828	
	Registered person history	14	0	
	Total	468	11828	
October 2014	Current details	615	14048	
	Registered person history	10	0	
	Vehicle details	1	0	
	Total	626	14048	
September 2014	Current details	600	14033	
	Registered person history	12	0	
	Total	612	14033	
August 2014	Current details	211	12390	
	Registered person history	16	0	
	Vehicle details	2	0	
	Check vehicle stolen	1	0	
	Total	230	12390	
July 2014	Current details	279	14800	
	Registered person history	6	0	
	Total	285	14800	
June 2014	Current details	843	13914	
	Registered person history	43	0	
	Vehicle usage history	1	0	
	Confirm registered person	1	0	
	Total	888	13914	
May 2014	Current details	622	14329	
	Registered person history	18	0	
	Total	640	14329	

Wilson Parking New Zealand Limited
Annual Compliance Report 1st May 2013 – 30th April 2014
Access to Motor Vehicle Register

APPENDIX 2



Appendix 2

PES Motochek Confidentiality Requirements Acceptance

Part 17 of the Land Transport Act 1998, effective 1 May 2011, requires all information of personal and confidential nature, must be controlled in such a manner, that details as retrieved and used by Wilson Parking New Zealand Limited, for sending reminder notices in the event that a parking breach has occurred, remain confidential.

I understand that the information handled, during the performance of my duties, is of a private and confidential nature and that the release of any such information to a third party, during or after my employment with the company is prohibited.

As an approved user of NZTA Motochek, you agree and acknowledge that

1. Training has been undertaken on the use of Motochek access and the Confidential Information clause 19 of the Individual Employment Contract has been agreed to.
2. Names and addresses of PES clients accessed are to be used solely for the use of sending reminder letters to owners of vehicle that have breached the terms and conditions of parking.
3. No name and address information will be passed on to any third party for any purpose.

Authorising Officer:

(On behalf of Parking Enforcement Services)

Signature:

Dated:

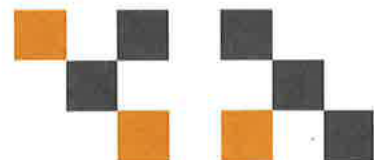
29/04/2015

Authorised User:

(Employee)

Signature:

Dated: 29/04/2015





Appendix 2

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Authorising Officer

(On behalf of Parking Enforcement Services)

Signature:

Dated:

23/03/2015

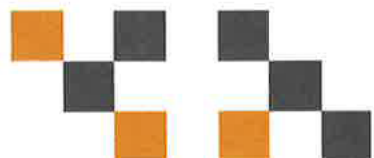
Authorised User:

(Employee)

Signature:

Dated:

23/3/2015





Appendix 2

PES Motochek Confidentiality Requirements Acceptance

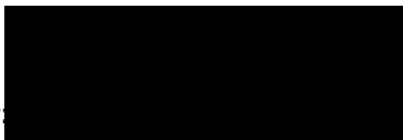
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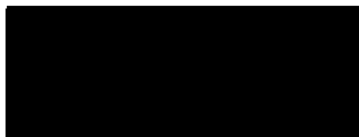
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Authorising Officer:



(On behalf of Parking Enforcement Services)

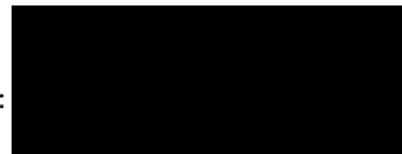
Signature:



Dated:

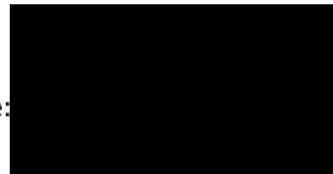
25/08/2014

Authorised User:



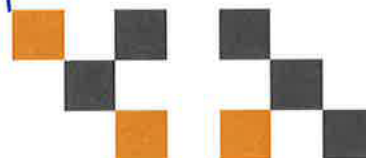
(Employee)

Signature:



Dated:

25/08/14





Appendix 2

PES Motochek Confidentiality Requirements Acceptance

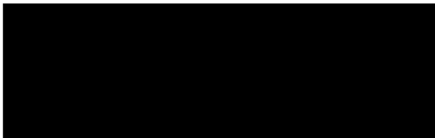
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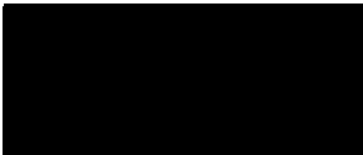
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Authorising Officer:



(On behalf of Parking Enforcement Services)

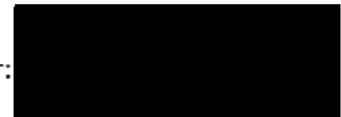
Signature:



Dated:

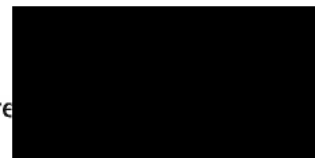
16/07/2014

Authorised User:



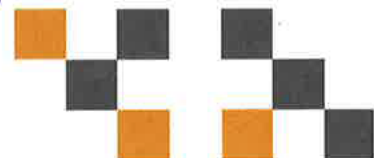
(Employee)

Signature:



Dated:

16/07/2014.



P O Box 8290
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Auckland 1150, New Zealand

Tel 0800 727 536
Fax 09 307 2538
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Appendix 2

PES Motochek Confidentiality Requirements Acceptance

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Authorising Officer

(On behalf of Parking Enforcement Services)

Signature

Dated:

2/9/2013

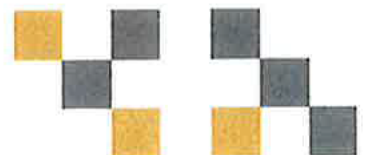
Authorised User

(Employee)

Signature

Dated:

2/9/13



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Authorising Officer: [REDACTED]
(On behalf of Parking Enforcement Services)

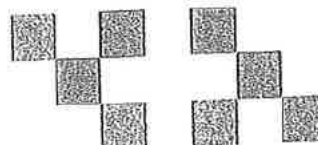
Authorised User:
(Employee) [REDACTED]

Signature: [REDACTED]

Signature: [REDACTED]

Dated: 12/4/12

Dated: 12/4/12

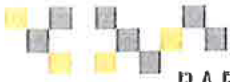


Wilson Parking New Zealand Limited
Annual Compliance Report 1st May 2013 – 30th April 2014
Access to Motor Vehicle Register

APPENDIX 3

P O Box 8290
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Auckland 1150, New Zealand

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PARKING ENFORCEMENT SERVICES

Update driver's details from NZTA

1. Download the file from yesterday

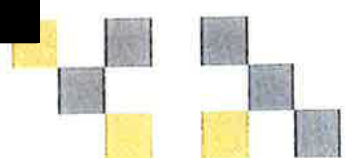


Filename	Date processed	Status	Action
2012091201	12/09/2012 19:02	Complete	Download
2012091101	11/09/2012 18:27	Complete	Download
2012091001	10/09/2012 18:46	Complete	Download
2012090701	07/09/2012 19:00	Complete	Download
2012090601	06/09/2012 18:40	Complete	Download

2. Save the file under the Motorcheck for the month. (we don't need to change the name of the file. We just need to save it under the correct monthly folder)

Filename	Date processed	Status	Action
2012091101	11/09/2012 18:27	Complete	Download
2012091001	10/09/2012 18:46	Complete	Download
2012090701	07/09/2012 19:00	Complete	Download
2012090601	06/09/2012 18:46	Complete	Download

3.



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4. Noticelt: Workflows -> Parking -> 3 Upload Owner Request

Select	Order	Pursuit Stage	Due Days	Records
Select 1	1	New Enforcement added to system	0	2022
Select 2	2	Send Owner Request File to Hototclock	5	272
Select 3	3	Upload Owner Details File from Hototclock	0	1759
Select 4	4	Send First Notification Letter	0	0
Select 5	5	Send Final Demand Letter	21	164
Select 6	6	Send File to Debt Collection	14	440
Select 7	7	Debt Collection Import File Old	0	62013
Select 8	8	Debt Collection Import File New	0	62013
Select 9	9	Send Updated Payments to Debt Collector	0	6700

5. Import File -> Browne (select the one that you just download from Motorcheck)->open-> Preview

Wilson NZ

Home > Workflows > Parking

Workflows Details

Order	Pursuit Stage	Due Days	Records	Pursuit Type
2	Upload Owner Details File from Hototclock	0	1759	File Import

File Import

File From (Third Party): **Browne**

File Type: .dat

File Extension: .dat

Default File Path: C:\Temp

Import File: [Browse]

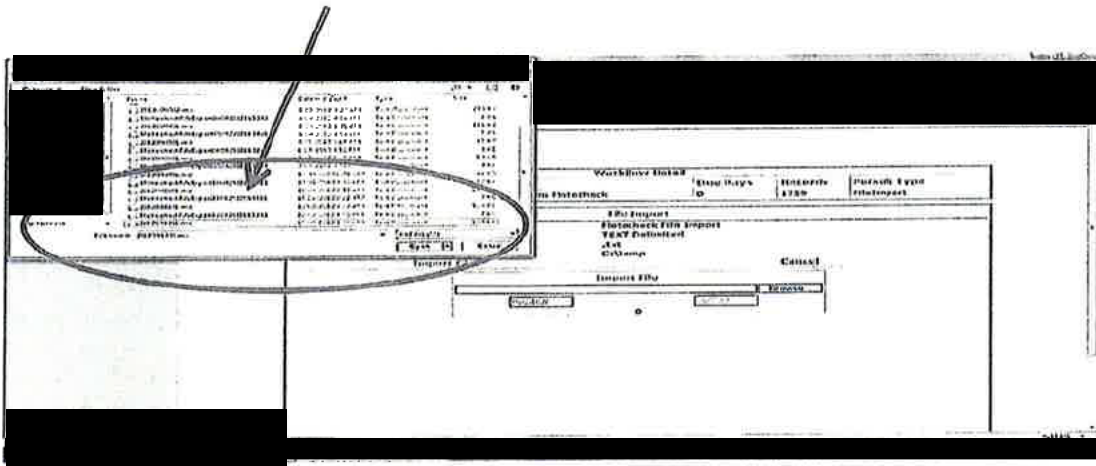


P O Box 8290
Symonds Street,
Auckland 1150, New Zealand

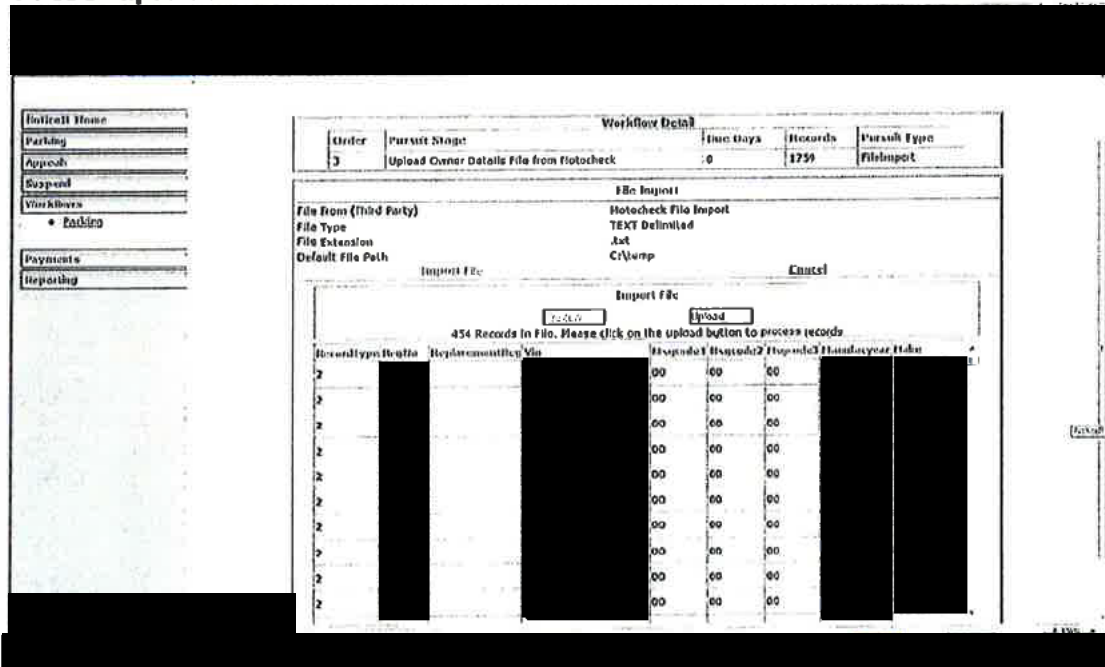
Tel 0800 727 536
Fax 09 307 2538
www.pesnz.co.nz



PARKING ENFORCEMENT SERVICES



6. Press "upload"



P O Box 8290
 Symonds Street,
 Auckland 1150, New Zealand

Tel 0800 727 536
 Fax 09 307 2538
 www.pesnz.co.nz



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7. Press "ok", Done!

Wilson NZ
 Home > Workflows > Parking
 Version 2.1
 Sites & Layout

Home
 Parking
 Appeals
 Suspend
 Workflows
 • Parking
 Payments
 Reporting

Parking Workflow

Select	Order	Pursuit Stage	Order	Pursuit Stage	Due Days	Records
Select 1	1	New Infringement added to system	Order 1	Pursuit Stage New Infringement added to system	0	7066
Select 2	2	Send Owner Request File to Hitech	Order 2	Pursuit Stage Send Owner Request File to Hitech	5	225
Select 3	3	Upload Owner Details File from Hitech	Order 3	Pursuit Stage Upload Owner Details File from Hitech	0	1300
Select 4	4	Send final Infringement Letter	Order 4	Pursuit Stage Send final Infringement Letter	0	432
Select 5	5	Send final Demand Letter	Order 5	Pursuit Stage Send final Demand Letter	21	164
Select 6	6	Send File to Debt Collection	Order 6	Pursuit Stage Send file to debt collection	21	164
Select 7	7	Debt Collection Import File Old	Order 7	Pursuit Stage Debt Collection Payments Received Old	0	63013
Select 8	8	Debt Collection Import File New	Order 8	Pursuit Stage Debt Collection Payments Received New	0	63013
Select 9	9	Send Updated Payments to Debt Collector	Order 9	Pursuit Stage Updated payments sent to debt collector	0	9209

451 Records Successfully uploaded

