

Information Sheet

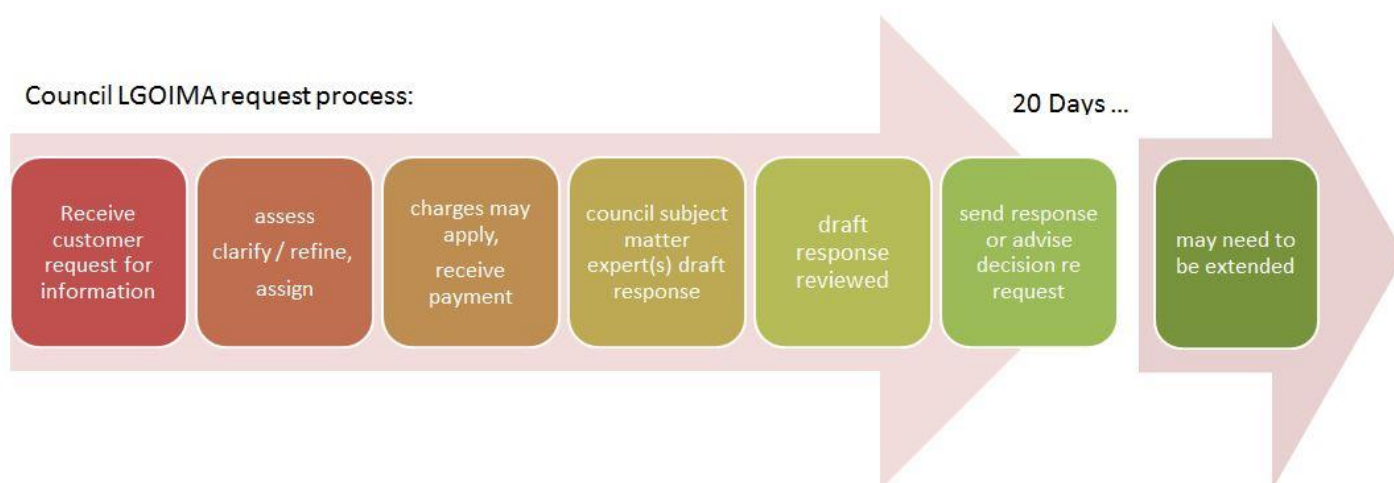
Local Government and Official Information & Meetings Act 1987 (LGOIMA) and Privacy Act 1993



The Local Government Official Information and Meetings Act 1987 (“the Act”) and the Privacy Act 1993 guide how Auckland Council and other local authorities manage and respond to requests for information.

A request for information can be made to Auckland Council in person, over the phone, in writing or by email. Once we’ve received your request we’ll write to you to acknowledge the request and provide you with a reference number.

If we’re not sure what information you're looking for we’ll contact you to clarify your request. If your request is broad or requires significant research and collation we may ask you to refine your request by narrowing the time frame or scope.



How much will it cost?

If you’ve asked for a large amount of information or it’s likely to take a significant amount of time or research to put the information together, we may ask you to pay for this.

We’ll let you know of any charges before we begin to process your request. You can then decide if you would like to go ahead with the request or refine the information you’re looking for.

Our charging policy is:

- The first four hours of time spent on fulfilling official information requests are free, and thereafter a charge of \$38 (inclusive GST) for each additional half hour.
- Twenty pages of free photocopying, thereafter a charge of 20 cents per page.
- All other charges are fixed at an amount that recovers the actual costs involved (e.g. reproducing a photograph).

For more detailed information and our policy on charging for official information go to the Official Information home page on our website

<http://www.aucklandcouncil.govt.nz/EN/AboutCouncil/HowCouncilWorks/PerformanceAndTransparency/Pages/officialinformationrequests.aspx>

How long will it take?

We'll respond to you within 20 working days of receiving your request. If it's going to take longer than this, we'll let you know the reason why an extension is needed, and confirm the new date we will respond to you by.

We'll only extend a request if there is a large amount of research, collation or consultation needed to make a decision on your request and we're not able to do this within 20 working days of receiving your request.

To view the LGOIMA Response Calendar go to www.ombudsman.parliament.nz.

Transferring your request

If we don't hold the information you're looking for and we think the information is held by another local authority or government agency e.g Auckland Transport, we'll transfer your request to them. If this happens, we'll let you know in writing within 10 working days of receiving your request that your request has been transferred.

Responding to your request

We'll respond to your request in writing and outline the information that has been provided.

In some cases we may write to you to say that your request has been granted but further collation, review or redaction is needed before the information can be released.

If we have withheld any information we'll let you know what information has been withheld, the reasons why and the relevant section/s of the Act apply.

Publishing information requests on our website

We regularly publish responses to requests for information on our website which may be of interest to the general public. When publishing a response, we'll withhold the names of individual requestors to protect their privacy. Visit the LGOIMA Responses page on our website

http://www.aucklandcouncil.govt.nz/EN/ContactUs/official_information_responses/Pages/lgoima.aspx

Requests for private information

Requests for private information will be processed under the Privacy Act 1993. We may ask you to confirm your identity by visiting an Auckland Council Service Centre and providing photo I.D before we start to process your request.

Where possible, we'll get the information to you within 20 working days of receiving your privacy request. We'll always let you know if it's going to take longer.

Office of the Ombudsman

If you have any questions or concerns about your information request please let us know. If we're unable to meet your concerns you have the right to contact the Ombudsman. For more information go to www.ombudsman.parliament.nz.