

## 1.1. Transparency statement

This Transparency Statement explains how Tāmaki Housing Association Limited Partnership (Tāmaki Housing, our or we) collects, uses and shares information gathered about our tenants, other members of the public, and other entities (directly or indirectly) in accordance with the Information Gathering Model Standards published by the State Services Commission.

Our main objective is to support the whānau living in our houses to maintain those tenancies, in the context of the Tāmaki regeneration programme.

Our main functions are:

- provide appropriate rental housing for people and families that are eligible for social housing assistance
- administer those tenancies, including the collection of rent and delivery of maintenance services
- connect the whānau living in our houses to support and opportunities that will benefit them
- support the physical redevelopment being carried out by Tamaki Redevelopment Company Limited (TRC) and partners across the Tāmaki area.

We work within a system of legislation including:

- Residential Tenancies Act 1986
- Housing Restructuring and Related Matters Act 1992 ,
- Housing Restructuring and Tenancy Management Matters (Community Housing Providers) Regulations 2014
- Crown Entities Act 2004
- Official Information Act 1982
- Privacy Act 1993
- The Housing Improvement Regulations 1947.

We are subject to oversight from other agencies and office-holders, including:

- Community Housing Regulatory Authority
- Ministry of Social Development

- Ministry of Housing and Urban Development
- Treasury
- Auditor General
- Ombudsman
- Privacy Commissioner

### Information gathering, use, and sharing

We collect, use, and share information in accordance with the framework above and a range of policies and procedures, including:

- The Ministry of Social Development Community Housing Provider Operational Guidelines (SPOT) for Social Housing Tenants (Release Date 2017)
- Our health and safety policy
- Our Privacy Policy (which can be obtained from our Privacy Officer- details provided [here](#)), and in compliance with the Privacy Act 1993, the Official Information Act 1982 and the Public Records Act 2005
- Our tenant disclosure statement.

Collection, use and sharing of information occurs in both physical and digital environments.

This includes the collection, use, and sharing of information as necessary to give effect to our legislative responsibilities and functions, and for:

- Supporting other state sector agencies' activities,
- Supporting reporting on the outcomes of the TRC regeneration programme;
- Managing health and safety

In some cases information is collected and used by agents and contractors engaged by us. This Transparency Statement applies to information gathered by us, our contractors, or any other third parties engaged by us.

We collect information from a wide range of sources, including:

- Directly from our tenants or associated persons
- Regulated parties including state sector agencies,
- Physical sources, persons, and locations, including audits, inspections, and surveys
- Online sources, including websites, social media, and public registers
- By taking notes from, or recording with prior notice, telephone calls, interviews, or conversations,

When considering when and how to collect, use, or share information we take into account a range of factors, including:

- Lawfulness of collection, use, or sharing, including privacy considerations
- Significance of the activity, including health and safety risk
- Credibility and reliability of the information and source

### 1.2. How will we protect it?

Information is stored and retained in accordance our Privacy Policy and in compliance with the Privacy Act 1993, the Residential Tenancies Act 1986, and the Public Records Act 2005.

Where we have serious concerns regarding potential threats to the physical security of staff or other persons, or the security of information or places, we will engage an appropriate authority (such as the NZ Police).

If our information gathering changes in future, we will ensure continuing compliance with the Information Gathering Model Standards, and update this Transparency Statement as necessary.

### 1.3. Enquiries and complaints

If you have any enquiries about our information gathering activities, or believe we have not acted in accordance with this Transparency Statement, you should contact us at the following address:

Tāmaki Housing Association Limited Partnership

Physical Address: 244 Apirana Avenue  
Glen Innes  
Auckland, 1743

Postal Address: PO Box 18070  
Glen Innes  
Auckland 1743

Or email: [privacyofficer@tamakiregeneration.co.nz](mailto:privacyofficer@tamakiregeneration.co.nz)