

Privacy Policy

1. Purpose

Port of Auckland Limited (POAL) is committed to protecting an individual's privacy and managing their personal information in accordance with the [Privacy Act 2020](#) (including the [13 Privacy Principles](#)) and other applicable laws.

This Privacy Policy outlines how we collect, use, share, and protect personal information.

2. Scope

This Policy covers all directors, employees and contractors of POAL, and its subsidiaries.

3. Related POAL policies and procedures

[Code of Conduct](#)

[Digital Cyber Security Policy](#)

Process for protecting employee personal information

Process for CCTV

Process for responding to privacy breaches

4. Policy

Collection of personal information

POAL may collect and process the following types of personal information:

- > Information about an individual including name, gender, address, date of birth, contact details, employment history, driving licence or other relevant identity credential, salary, and medical information.
- > Personal details about staff, contractors, customers, suppliers, and other contracting parties – including details of the directors, shareholders, representatives and employees of those organisations.
- > CCTV footage of customers, employees, contractors, suppliers, or any other visitors to the Port.
- > Recording of radio communication channels.
- > Email and internet usage.
- > Information regarding access to and movement around the Port (via access swipe card use).

Use of personal information

POAL collects and uses personal information only to the extent necessary for:

- > Facilitating port operations, including access control, cargo handling, and logistics management.
- > Ensuring the safety and security of people, property, and infrastructure.
- > Complying with New Zealand laws, regulations, and contractual obligations.
- > Improving our services and operational efficiency.

POAL will not use personal information for any purpose other than the purpose for which it was collected unless authorised by the individual concerned.

Sharing of personal information

POAL may share personal information with:

- > Port Service Providers: Contractors or third parties involved in port operations, or other advisers or service providers to POAL, under confidentiality agreements that include usage restrictions and security protections for the personal information that obligate the third part to comply with this policy.
- > Government Agencies: New Zealand Customs Service, Ministry for Primary Industries, or law enforcement, as required by law.
- > Emergency Services: To support emergency response and management.

POAL will only share personal information where the disclosure of the information is one of the purposes in connection with which the information was obtained or is directly related to the purposes in connection with which the information was obtained.

POAL will not disclose personal information to any other third party without consent of the individual involved, except where this is allowed by the Act.

Storage, security, and disposal of personal information

POAL will ensure that all personal information, in either electronic form or hard copy, is protected against loss, against unauthorised access, use, modification or disclosure, or other misuse.

POAL employees must not access personal information held by POAL that is not required by them to perform their duties. Should POAL employees become aware of personal information held by POAL that is not stored securely they must report this to the relevant department head and the Privacy Officer.

POAL will hold personal information for no longer than is required for the purposes for which it may lawfully be used, at which time it will be disposed of in a secure manner. Hard copy information must be shredded.

Access to and correction of personal information

An individual is entitled to obtain from POAL confirmation of what personal information is held, to have access to the information and request the correction of the information. The Privacy Commissioner has an [online form](#) to help you request access to information.

POAL will take all reasonable steps to ensure personal information it holds is accurate, up to date, and complete.

Projects

For every project undertaken at POAL, the Project Manager will consider if there is any personal information involved. If so, the Project Manager will complete a [Brief Privacy Analysis](#) and discuss this with the Privacy Officer to ascertain whether a full Privacy Impact Assessment is required.

For projects which include additions or changes to Digital services or processes, a digital Architecture review to ensure compliance with the [Digital Cyber Security Policy](#) must also be completed.

Privacy complaints or breaches

POAL will do all that it can to safeguard personal information. Any suspected or known breaches of Privacy will be investigated by the Privacy Officer, who will take action to prevent any further breach and minimise the impact.

To report a breach inform the [Privacy Officer](#). The Privacy Officer will contact you to discuss the process and timeframes for dealing with your complaint.

If a privacy breach occurs, the Process for responding to privacy breaches [\[insert hyperlink\]](#) will be followed.

Complaints may be made direct to the Privacy Commissioner – [click here for how to do this](#).

5. Contacts

POAL's Governance & Risk Manager is the Privacy Officer and the GM People, Legal and Communications has Executive responsibility for overseeing privacy.

Email: PrivacyOfficer@poal.co.nz

POAL Privacy Officer
Governance & Risk Manager
Brendan Morris
Mobile: 021 261 7976
Brendan.Morris@poal.co.nz

ELT member overseeing privacy
Phil Doak
GM People, Legal and Communications
Mobile: 021 683 233
Philip.Doak@poal.co.nz

Policy Owner: Head of Governance & Risk
Review frequency: Every 3 years
Date approved by the Board: 19 February 2025

Alternate Privacy Officer
Head of Governance & Risk
Paul Milmine
Mobile: 021 770 254
Paul.Milmine@poal.co.nz

Privacy Commissioner
Phone: 0800 803 909
[Fill in online enquiry form](https://www.privacy.org.nz/enquiries)
enquiries@privacy.org.nz