

Museum of New Zealand Te Papa Tongarewa

Information Gathering and Public Trust Transparency Statement



Purpose

The purpose of this statement is to be more transparent with New Zealanders about the kind of information gathering activity that the Museum of New Zealand Te Papa Tongarewa (Te Papa) undertakes to give effect to our responsibilities to: protect people, information, places, and our taonga (collections); to ensure regulatory compliance; and to ensure the privacy, safety and security of the public, our visitors and staff.

In December 2018 the State Services Commission issued the Model Standard for Information Gathering and Public Trust¹ under Section 57(4) of the State Sector Act. This applies across the State Sector, including to Te Papa as an Autonomous Crown Entity. The Model Standard relates to information gathering associated with regulatory compliance, law enforcement and security and health and safety requirements. The purpose of the Model Standard is to ensure that government agencies use their authorities to undertake surveillance and information gathering lawfully, and in a way that respects and protects the rights and privacy of people.

Transparency Statement

This transparency statement explains how we collect, use and share information gathered about members of the public or other entities (directly or indirectly) in accordance with the Information Gathering Model Standards.

Te Papa as the National Museum does not have any law enforcement and regulatory compliance or enforcement responsibilities, and thus does not gather any information for these purposes.

As an employer Te Papa gathers personal information about its employees, and shares information with other government agencies as required, for example the Inland Revenue Department. Access to this information is secured, with access internally by nominated permissioned people in Human Resources as appropriate when required.

Te Papa does gather information for marketing, visitor impact, and research purposes, internally and through the use of reputable external professional marketing and research providers. Information is gathered from bookings for events, venues and ticketing. This includes basic information (such as name, and contact details, and in some cases banking details). The methodology used ensures permission is given by the people participating in surveys. All information is protected by our comprehensive Information Technology systems and safeguards in accordance with government information management and security requirements. Such personal information is deleted once the data has been used. Similarly personal data collected by

¹ State Services Commission 2018. Information gathering and public trust. Model standards for information gathering associated with regulatory compliance, law enforcement and security functions.

Friends of Te Papa (such as name and contact details) is protected by our information management and security system measures. None of the personal information collected by Te Papa is shared with third parties or advertisers.

The Te Papa Code of Professional Conduct, and procedures for resolving conduct and performance issues, includes the principles that Te Papa follows to ensure compliance with the Public Service Standards of Integrity and Conduct core principles: fairness, impartiality, responsibility, and trustworthiness. Of particular relevance to information gathering and public trust transparency are the requirements to act lawfully and objectively, treat information with care and only use it for proper purposes and to treat everyone fairly, and with respect.

The security of our premises is managed in accordance with our Health, Safety and Security Policy, and in accordance with government procurement standards and government information management and security requirements. We do have CCTV cameras inside the premises as well as at entry and exit points in order to ensure public, visitor and staff safety and security. We have robust procedures to ensure only security personnel with the appropriate authorisation have access to the images and associated data. The footage is kept for a limited time before it is securely deleted. Note where we have serious concerns regarding potential threats to the physical security of staff, or the security of information, taonga or places, we will notify and engage with an appropriate authority (such as the NZ Police).

The security of our information is managed in accordance with our Information Technology Policy and in compliance with the Privacy Act 1993, the Official Information Act 1982 and the Public Records Act 2005. The information we hold is used only for the purpose for which it is collected or as otherwise advised, including as described in this policy, and in our Privacy statement on our website.

Should we identify a need to gather information in scope of the model standards in future, we will ensure compliance with Information Gathering Model Standards, and update this transparency statement, and relevant internal policies, plans and procedures.

This statement applies to information gathered by us, our contractors, or any other third parties engaged by us.

Use of external security consultants

Te Papa commissions security consultants from time to time, mainly relating to the review, maintenance and performance of its CCTV and access control systems, which are necessary to protect our valuable collections. The scope and nature of these undertakings is subject to risk assessments, approval and oversight by a member of the Executive Leadership Team. Compliance with the Information Gathering Model Standards, Privacy Act and other requirements forms part of the oversight process.

Enquiries and complaints

If you have any enquiries about our information gathering activities, or believe we have not acted in accordance with this statement, you should contact us at the following address: privacy@tepapa.govt.nz.

Background

The Model Standard was the State Services Commissioner's response to the Inquiry into the Use of External Security Consultants by Government Agencies that commenced in March 2018, and reported back in December 2018². The Inquiry identified and reported on engagement between government agencies and external security consultants over a 10 year period.

The underlying theme of the Inquiry was balancing of the citizen's rights and expectation of privacy and the public interest. The Inquiry focussed on whether there had been any breaches of the law or the State Services Commission Code of Conduct³. The Inquiry uncovered some shortcomings across the State Services. Seven government agencies breached the Code of Conduct, including four agencies that breached the Code by using private security consultants to undertake inappropriate surveillance.

The State Services Commissioner stated *"The new Model Standards set out my minimum expectations around how public servants should gather information for regulatory compliance and law enforcement. Government agencies need to be clear about why the activity is necessary, transparent about the kind of activity the agency undertakes, ensure rigorous and independent oversight, and have in place a fair and effective complaints review process."*⁴

All agencies are required to assure that they comply with the Model Standards by 30 June 2019.

For further information including a copy of the Model Standards and related documents, please visit the State Services Commission website, www.ssc.govt.nz.

² Martin and Mount 2018. Inquiry into the use of external security consultants by government agencies.

³ Standards of Integrity and Conduct. State Services Commission 2007.

⁴ SSC Inquiry into the use of external security consultants by government agencies, State Services Commissioner's Response.