

19 DEC 2019

Nat Dudley  
[fyi-request-11702-a05781fc@requests.fyi.org.nz](mailto:fyi-request-11702-a05781fc@requests.fyi.org.nz)

Dear Ms Dudley

Thank you for your email of 21 November 2019 requesting the following information under the Official Information Act (the Act):

- 1. Any responses to the RFI linked above.*
- 2. Any Privacy impact assessments for the pilot, or the extended rollout of the Smart Homes Project, or for the Smart Homes Project itself.*
- 3. Any analysis or assessment of how this may impact housing tenant's other benefits or housing stability.*
- 4. Any information pertaining to plans for sharing this data with other agencies, such as plans to add this data to the Stats NZ IDI, including all communications about potential data sharing with other agencies.*
- 5. Any information outlining how consent is obtained from residents of homes in the pilot and extended rollout for adding sensors to homes, and gathering and storing data obtained from sensors, including the consent form, and how many homes in the pilot received and returned the consent form.*
- 6. Any information outlining potential penalties or negative outcomes imposed on people who refuse sensors, including but not limited to how this impacts improvements to their Housing New Zealand homes.*
- 7. Any information about ownership of the data collected.*
- 8. Any information pertaining to the sharing, use, or potential use of data from the following sensor types: temperature, humidity, CO2, light, motion detectors, power use monitors.*
- 9. Any information pertaining to how sensors are connected to the Internet to transmit information, including whether that Internet connection is available to household tenants.*

I have responded to your questions in the order presented.

**1. Any responses to the RFI linked above.**

This information is being withheld under section 9(2)(b)(ii) as its release would likely prejudice the commercial position of the person who supplied it or which is the subject of the information. Releasing this information, at this time, while a tender process is in progress, has the potential to provide an unfair advantage to a supplier and to compromise the fairness of the procurement process.

**2. Any Privacy impact assessments for the pilot, or the extended rollout of the Smart Homes Project, or for the Smart Homes Project itself.**

Privacy is the highest priority. Customers participating in the first stage of the pilot were given a detailed consent form, with information about how the data will be used, kept safe, and how it will be shared. We are still in the early stages of plans to roll out sensors to potentially 2,000 of our 65,000 homes as part of the next extended stage of the project. It

is likely the terms for the extended pilot will be similar to the first stage. We can confirm participation will be voluntary, and if customers agree to be a part of this project, they must sign an informed consent form. We will talk through with customers what being a part of the pilot means for them. There will be strict agreements in place to ensure privacy is respected and data kept secure in any future project.

**3. Any analysis or assessment of how this may impact housing tenant's other benefits or housing stability.**

Participation in the Smart Homes project is a voluntary and data collected is associated with the address rather than anyone living at the address. There is no impact on a customer's other benefits or housing stability.

If a customer does not consent to be part of the Smart Homes project, this will have no impact on any ongoing or future relationship they have with Kāinga Ora.

**4. Any information pertaining to plans for sharing this data with other agencies, such as plans to add this data to the Stats NZ IDI, including all communications about potential data sharing with other agencies.**

I have interpreted your request to be about sharing information about individuals with other Government agencies.

In our original consent form to be part of the first stage of the pilot, we let customers know we would potentially share information with external researchers where it would help us better understand the sensor data and what it means to have a healthy home. We will give careful consideration to the benefit of sharing data in the future for helping us gain further insights and evaluation. There will be strict agreements and processes (i.e. encryption, anonymization) in place to ensure privacy is respected and data kept secure.

During the Smart Homes Pilot, aggregated data was shared with an external research company to gain further insights for our evaluation. We sought customer consent for this purpose.

**5. Any information outlining how consent is obtained from residents of homes in the pilot and extended rollout for adding sensors to homes, and gathering and storing data obtained from sensors, including the consent form, and how many homes in the pilot received and returned the consent form.**

Our original consent form to be part of the pilot let customers know we would potentially share aggregated information with external researchers where it would help us better understand the sensor data and what it means to have a healthy home. All participants in the pilot signed a consent form. A similar process will be followed in any expansion of the programme.

All 160 tenancies involved in the Smart Homes Pilot received and provided the consent form.

**6. Any information outlining potential penalties or negative outcomes imposed on people who refuse sensors, including but not limited to how this impacts improvements to their Housing New Zealand homes.**

Participation in the Smart Homes Pilot was completely voluntary. There were no penalties or negative outcomes imposed on customers who did not want to participate. The same approach will be followed in any expansion of the programme.

**7. Any information about ownership of the data collected.**

The data collected in the pilot and the data that will be collected in any future projects will be stored, used and managed by Kāinga Ora in accordance with the Privacy Act. Kāinga Ora has ultimate control of access to and the use of the data.

Under the Privacy Act, our customers are entitled to access any personal information we hold about them, including data collected as part of the Smart Homes project, and have certain rights in regard to their personal data. We will share information and insights from the data with customers in the project. In the first stage of the pilot, we have been in touch on an ongoing basis with customers about data from their home, and the insights we are finding. This has helped us to work with them on keeping their home warm and dry, and any actions they could potentially take.

**8. Any information pertaining to the sharing, use, or potential use of data from the following sensor types: temperature, humidity, CO2, light, motion detectors, power use monitors.**

The sensors used in the Smart Homes Pilot recorded data on the temperature, relative humidity, light and air quality (carbon dioxide). This data will also be collected in any future project. In the next phase of Smart Homes we are considering monitoring power usage as well. We do not collect any other information, nor do the sensors track any other activities in the homes.

The insights from the data will be used to help Kāinga Ora better understand how our properties perform to ensure they are warm, dry and healthy homes for our customers and their whānau. This will help inform other customer engagement and work programmes for Kāinga Ora that will help a wider range of customers have warm, dry and healthy homes.

Data from our Smart Homes sensors is letting us know more and new information about our homes, and providing us new ways to engage with customers about having a warm, dry and healthy home. Being part of the pilot has allowed customers to understand more about how their home performs through receiving information and having conversations with the Tenancy Managers about the findings from the data.

This has provided opportunities to work closely with customers to improve and enhance their home's performance, which may include actions they can take such as extra ventilation, or property remediation in some cases. The sensor data provides a tangible result for if these interventions are working, that customers and Tenancy Managers can discuss and work through together.

**9. Any information pertaining to how sensors are connected to the Internet to transmit information, including whether that Internet connection is available to household tenants.**

The Smart Homes Pilot trialled two different types of technology from two suppliers. Neither used or interfered with any existing internet connection the customer may have. The two communications methods with Sigfox and GSM that communicated data via the respective suppliers to a data analysis system within the Kāinga Ora secure network. Decisions about how the expansion of the programme will be connected are under consideration, but are likely to be similar.

You have the right to seek an investigation and review of this decision by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

A handwritten signature in cursive script that reads "Rachel Kelly". The signature is written in black ink and is positioned below the "Yours sincerely" text.

Rachel Kelly  
**Manager – Government Relations**