

Public register policy

Purpose

1. The policy sets out how the Plumbers, Gasfitters, and Drainlayers Board (**Board**) fulfils its responsibilities under the Plumbers, Gasfitters, and Drainlayers Act 2006 (**Act**) to have and maintain a register of plumbers, gasfitters, and drainlayers.

Guiding principles

2. The Act requires the Board to maintain a register of plumbers, gasfitters, and drainlayers for the following purposes:
 - to enable members of the public to:
 - determine whether a person is registered
 - determine whether a person holds a current licence
 - find out information about the status and history of a person's registration or licence
 - choose a suitable person to do sanitary plumbing, gasfitting, or drainlaying work
 - find out how to contact a practitioner
 - find out if a practitioner has been disciplined under the Act in the last 3 years
 - find out if a person has been previously registered or previously licensed under the Act or the Plumbers, Gasfitters, and Drainlayers Act 1976 (**1976 Act**)
 - facilitate the administrative, disciplinary and other functions of the Board, any investigator, and the Registrar) under the Act.
3. Personal information is entered on to the register only in accordance with the requirements of the Act.
4. Access to information on the register is in accordance with the law.

Register

5. The register is kept as an electronic register and is available on the Board's website at www.pgdb.co.nz/Trade+Login The register is maintained by the Registrar.
6. The register contains information about current and former:
 - registered people
 - provisional licence holders
 - employer licence holders (collectively referred to as **practitioners** in this policy).
7. The register contains the following information:
 - the practitioner's full name
 - the practitioner's street address, preferred telephone number and email (if any)

- information about the status and history of the practitioner's registrations and licences
 - any limitations or conditions that apply to the practitioner's registrations or licences
 - any disciplinary action taken against the practitioner in the past 3 years
 - whether the practitioner's registration or licence has been cancelled or is currently suspended
 - if the practitioner is an employer licence holder and a body corporate, the full name of a contact person for the body corporate, and the company or incorporation number.
8. The register may contain any other information the Registrar considers necessary or desirable for the purposes of the register.
9. All information that was contained on registers under the 1976 Act is contained on the register.
10. The following information is not available on the register:
- contact information for a practitioner who does not hold a current licence
 - a practitioner's personal address where the person has business contact details and does not want their personal address to be made public
 - information about disciplinary action taken against a practitioner in the past 3 years where the Board has prohibited publication of the information
 - practitioners' registration numbers.
11. The register contains limited information about the following authorised people:
- trainees in sanitary plumbing, gasfitting or drainlaying
 - people authorised to carry out sanitary plumbing, gasfitting or drainlaying work under supervision.

Using the register

12. Subject to the Registrar's powers to suspend the register, the public has continuous access to the register online.
13. The register can be searched by:
- practitioner name or part of a name (including a body corporate)
 - town or city
 - postcode
 - class of registration
 - class of licence.
14. There is no charge to access the register. However, the Registrar may charge a fee to supply a copy or certified copy of an entry on the register.
15. A request for information not available on the register is a request for information held by the Board and will be handled in accordance with the Official Information Act 1982 and the Board's Official information and privacy policy.

Restricting public access to information on the register

16. A practitioner can apply to the Registrar to restrict public access to:
 - their street address
 - their telephone number
 - their email address
 - in respect of an employer licence holder which is a body corporate, the full name of the contact person for the body corporate.

17. To apply to restrict public access to their information, a practitioner must apply to the Registrar in writing:
 - identifying the information they would like restricted
 - giving reasons why they would like the information restricted
 - if applicable, providing any relevant information to support their application.

18. On receipt of an application, the Registrar restricts public access to the relevant information until a final decision is made.

19. In considering an application, the Registrar has regard to:
 - the Act and its purpose
 - the purpose of the register and the presumption that the information should be publicly available unless good reason exists to restrict access
 - this policy
 - the nature and detail of the request
 - the practitioner's circumstances, including any possible consequences if the request is declined.

20. Reasons that may justify restricting public access to information include reasonable concerns about:
 - a practitioner's safety or the safety of their family
 - a practitioner's security or the security of their family
 - harassment.

21. Reasons that are unlikely to justify restricting public access to information include:
 - not wanting the information to be publicly available
 - thinking the register is unfair or unreasonable
 - thinking the information being on the register is a breach of privacy
 - thinking it is not necessary for the information to be available.

22. The Registrar can:
 - approve an application to restrict access to information on the register in full or in part
 - approve an application subject to terms and conditions (conditional approval)
 - decline an application.

23. The Registrar advises the practitioner of their decision and the reasons for the decision.
24. Where the Registrar approves an application, public access to the information continues to be restricted in accordance with the decision.
25. Where the Registrar declines or partially declines an application, the practitioner is advised of their right to appeal the Registrar's decision in the District Court. Any appeal must be brought within 20 working days from notification of the decision. The Registrar continues to restrict public access to the practitioner's information until the expiry of 20 working days or any appeal has been decided.
26. The Registrar must restrict public access to the following information if required to do so by regulation, or if directed to do so by the Board:
 - any disciplinary action against a practitioner under the Act or the 1976 Act
 - information about former licence holders
 - information held on registers under the 1976 Act
 - any other information contained on the register.
27. The Board can direct the Registrar to restrict public access to the information on the register if, in the Board's opinion, it is necessary to do so or it is not desirable for the information to be publicly available.

Duty to notify change of details

28. Practitioners must notify the Registrar of any change to their:
 - street address within three months of the change
 - name within one month of the change.
29. The Registrar accepts the following evidence of a person's correct name (original or verified copy):
 - Deed poll certificate, change of name certificate, or birth certificate showing both names issued by the Department of Internal Affairs; and
 - current NZ passport or current NZ drivers licence.
30. It is an offence to fail to notify the Registrar of any change of address or name carrying a fine of up to \$500.

False, misleading or inappropriate information on the register

31. Where a practitioner provides false or misleading information on the register, the Registrar writes to the person requesting they remove or correct the information within 14 days. If the practitioner does not remove or correct the information within 14 days, the Registrar will restrict public access to the information and inform the person of this. Public access to the information will remain restricted until the false or misleading information is removed or corrected.
32. Where a practitioner provides inappropriate information on the register, the Registrar immediately restricts public access to the information and may restrict the person's access to

their online profile. The Registrar writes to the practitioner advising them of the actions taken and requiring them to contact the Board to correct the information. Public access to the practitioner’s information and their access to their online profile will remain restricted until the person contacts the Board.

Powers in relation to register

33. At any time the Registrar can, and must if the Board directs, ask a practitioner if they wish to have their registration and/or licence cancelled. The Registrar asks the practitioner by writing to them at their last known street address. If the practitioner tells the Registrar in writing that they wish to have their registration and/or licence cancelled, the Board can cancel the registration and/or licence.
34. Where the Registrar does not receive a reply from the practitioner within 3 months of writing to them or the letter is returned undelivered, the practitioner is given written notice that their registration or licence will be cancelled if they do not respond within 20 working days. Where the Registrar does not receive a reply within 20 working days the Board can cancel that registration and/or licence.
35. The Registrar can restore a practitioner’s registration or licence on the register that has been cancelled in certain circumstances.
36. The Registrar enters information about disciplinary action in respect of a practitioner only once the 20-working day appeal period in respect of the decision has expired or any appeal has been decided.
37. The Board can direct the Registrar to enter information on the register relating to:
 - the suspension or cancellation of registration or a licence
 - any decision, direction or order in relation to disciplinary action or action taken against an employer licence holder.
38. The Registrar makes any amendments to the register that are necessary to:
 - reflect any changes to the information concerned
 - correct a mistake
 - comply with a direction of the Board.
39. The Registrar may suspend the operation of the register or refuse access to it or any part of it:
 - for maintenance
 - in response to technical difficulties
 - to ensure the security or integrity of the register
 - if it is not practical to provide access to the register.

Version management

Date	Details
May 2023	Approved by Chief Executive
May 2026	Next review date