



29 July 2019

Office of the National Librarian
National Library of New Zealand

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Dear James Bryant

Official Information Act 1982 (OIA) request 1920-0003

Thank you for your Official Information Act request, received on 30 June 2019. You have asked for the following information:

- Are MAC addresses recorded when using your own device connected to the APNK WIFI?
- Are keyloggers running on any of the library computers - either internally or remotely?
- Are any passwords entered on the network recorded?
- Does the APNK or National Library of New Zealand record browsing history?
- Does the APNK or National Library of New Zealand share data collected from its users (if it does collect data that is) with other government agencies? EG: Department of Internal Affairs, New Zealand Police, Inland Revenue, Work and Income, New Zealand Security Intelligence Service.
- Do any government agencies have remote access to watch computers in real time using Remote Frame Buffer protocol (RFB) software such as VNC Viewer or similar?

The following information has been provided in response to your request:

MAC addresses and passwords are not recorded by Aotearoa People's Network Kaharoa (APNK) or National Library of New Zealand (National Library) online services.

Keyloggers are not used on any of the Library computers, and the current PC replacement project being managed by APNK runs anti-virus software to stop keyloggers.

APNK runs a filtering service, which records information to allow the trouble shooting of connectivity issues on the network. An individual's browsing history is not recorded, and in line with the Privacy Act 1993, the information is destroyed when no longer needed for that use.

Although the software of the kiosks (Search Stations) in the Reading Rooms of the National Library Molesworth Street building in Wellington deletes browser history, the web proxies of the Department of Internal Affairs (The Department), of which the National Library is part, will log all traffic.

The National Library website and online services only collect data for its intended use e.g. user accounts. Further information can be found on the Library's website <https://natlib.govt.nz/about-this-site/copyright-and-privacy>.

As a standard practice APNK does not share data with other Government agencies, but as a network operator they are bound to comply with the Telecommunication (Interception Capability and Security) Act 2013 (TICSA).

PCs provided by APNK have remote viewer capability on the hardware. Only APNK staff can operate this feature, providing the users have given permission. Staff do not have access to users' own devices. The new PCs being rolled out through APNK have Chrome Remote Desktop Capability to assist library staff and their customers. As with the PCs, the user must give permission for access to the remote desktop.

The Chief Executive of the Department is also the Government Chief Digital Officer (GCDO). The GCDO oversees the development and management of digital for the state sector, however, this does not extend to an oversight of all the software used by agencies and the Department does not hold this information. I therefore refuse this part of your request under section 18(e) of the Official Information Act 1982, which provides that a request may be refused on the grounds that the information requested does not exist.

You have the right to seek a review of this decision by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Yours sincerely



Bill Macnaught
National Librarian
National Library of New Zealand