

28 October 2019

Ian McDonald
fyi-request-11293-5d5cc3dd@requests.fyi.org.nz

REF: IR-01-19-26603

Dear Ian,

I refer to your request of 26 September 2019 for the following information:

“On what lawful grounds can the public be prevented (blocked from posting or banned) from using those social media sites as a method of communication or voicing their support or opposition to comments made by the Police or spokesperson for the Police”.

My response is as follows:

Unless it goes against our social media policy, New Zealand Police does not block people from following or commenting on our social media pages, even if the comments are voicing opposition.

There are occasions when we will block and hide comments from our pages which is in line with our social media policy. There are two key parts of our social media policy that relate to your request.

1. 'The public are entitled to express their own opinions, but messages that are obscene, offensive, or in breach of the platform terms and conditions should be hidden or removed. People who post offensive material should be blocked from using the site'.
2. 'Ensure that the page/account is free from any hate speech, dangerous or misleading communication or instances where an individual's privacy is breached'.

You have the right, under section 28 (3) of the Official Information Act 1982, to ask the Ombudsman to review my decision if you are not satisfied with the way I have responded to your request.

Yours sincerely



Jane Archibald
Deputy Chief Executive Media & Communications
Police National Headquarters