

12 March 2020

Emailed to: [fyi-request-12388-0b16d876@requests.fyi.org.nz](mailto:fyi-request-12388-0b16d876@requests.fyi.org.nz)

Kia ora Ms Goodwin

**Official Information Act Request (Our Ref: OIA/0036)**


I refer to your Official Information Act Request dated 5 March 2020 through [www.fyi.org.nz](http://www.fyi.org.nz):

“Please provide the total number of monthly contacts (by telephone, email, text, and in person) between your office (including all subordinates) and any representative of the Claro Law Firm between the time interval of February 2018 through February 2020. Please provide in a month by month format and the specific type of contact.”

Your request is refused under section 18(c)(i) of the Official Information Act 1982. This allows for a request to be refused if making the information available would be contrary to the provisions of a specified enactment. Here, section 116(1) of the Privacy Act applies. Section 116(1) of the Privacy Act requires this Office to maintain secrecy in respect of all matters that come to our knowledge when we are carrying out our functions under the Privacy Act 1993, unless release of information is considered necessary to give effect to the Privacy Act. Here it is necessary to protect the confidentiality of the complaints process to give effect to the Privacy Act.

If you are not satisfied with this outcome, you have the right to contact the Ombudsman to seek an investigation and review of this decision.<sup>1</sup>

Yours sincerely



John Edwards  
**Privacy Commissioner**

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<sup>1</sup> <https://www.ombudsman.parliament.nz/>.