



15 SEP 2020

John

[fyi-request-13633-94fb0237@requests.fyi.org.nz](mailto:fyi-request-13633-94fb0237@requests.fyi.org.nz)

File No: DOIA 2021 – 0483

Dear John,

Thank you for your email on 01 September 2020, requesting the following information under the Official Information Act 1982 (the OIA):

*1. In the level 4 lockdown, INZ cannot process paper-based visa applications. However, in the recent level 3 lockdown in Auckland, INZ is able to process paper-based visa applications. I would like to know what steps have INZ taken to enable process paper-based visa applications under the level 3 lockdown in Auckland. 2. How INZ address the privacy and security concerns for processing visa applications (both paper based and online applications) when these applications are processed by the immigration officer at their homes? 3. After the COVID-19 lockdowns, does INZ have any plan to enable more or all visa applications to be applied and submitted online? If there are plans, what's the timeline.*

#### **Our response**

On 04 September 2020, we sought information that would establish your entitlement to make requests for official information. We gave you until 09 September 2020 to respond. We sent you a follow up email on 10 September 2020. On 14 September 2020, you sent an email asking why MBIE has requested information to establish your eligibility while other government departments have not. While we cannot provide a reason why other government departments have not established your entitlement to make a request under the OIA, please be advised that this request for information to establish your entitlement was made in accordance with section 12 of the OIA.

We do not consider that you are legally entitled to make this request because you have not provided any information to establish your compliance with section 12 of the OIA. Accordingly we are not obligated to respond.

If you disagree with this response you may contact the Ombudsman. Information about how to contact the Ombudsman is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss any aspect of your request or this response, please contact Margaret Huang, Business Advisor, Operations Support, Immigration New Zealand at [Margaret.huang@mbie.govt.nz](mailto:Margaret.huang@mbie.govt.nz).

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Steve McGill', with a long horizontal stroke extending to the right.

Steve McGill  
(Acting) General Manager – Border and Visa Operations  
Immigration New Zealand  
Ministry of Business, Innovation and Employment