

2 November 2020

S. Rowe

By email: fyi-request-13907-82a70d8b@requests.fyi.org.nz

Dear Requestor,

Request for information

We refer to your Official Information Act 1982 (**OIA**) email request received on 2 October 2020 requesting the following information:

"In July 2018 Southern Response was informed by a claimant that the way it created Privacy Act bundles was flawed and meant that documents could be excluded from the bundles. A request was made to investigate this.

It wasn't until June 2019 that Southern Response looked into the issue and found that there was a fault with the extraction method.

At this time it was stated that "Southern Response is currently trialling the changes to Southern Response's document extraction process suggested on the final page of the attached report. We anticipate that this will reduce the risk of the issue that occurred with your discovery request in 2018 from occurring again in future."

Information requested:

*Did Southern Response adopt the trialled method of making sure that Privacy Act bundles are complete? **[Request 1]***

*Since June 2019 has Southern Response used methods of document extraction, for every request, to ensure complete responses to Privacy Act requests? **[Request 2]***

*What did Southern Response do to correct previous Privacy Act bundles that had missing documents? **[Request 3]***

*Has Southern Response made public the fact that the system of extraction for Privacy Act requests was faulty from 2012? Please provide the details, and methods of how this was made public. **[Request 4]***

*How many claimants has Southern Response directly advised that they may be missing documents in their Privacy Act bundles? **[Request 5]***

*Please provide the details of current practices, including any training material, reference material, and technical details, relating to how documents are extracted that ensure that no documents are missing from the final bundle. **[Request 6]** "*

Response to your request



We have responded informally to your request on three occasions (14 October, 20 October and 29 October) to request that you contact us directly to discuss whether you meet the eligibility requirements in section 12 of the Official Information Act and the supporting evidence you may be able to provide.

As you have not contacted us to provide proof of your eligibility to request information we are not able to accept this as a valid OIA request.

Your rights

Please feel free to contact us if you have any concerns about this response. You also have the right to contact the Ombudsman about this response. To do so, you can visit their website - <http://www.ombudsman.parliament.nz/>

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Casey Hurren', with a long horizontal flourish extending to the right.

Casey Hurren
General Manager

