

25 June 2021

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**) request received on 2 October 2020 via email from the website fyi.org.nz (**FYI**) seeking information about Southern Response's processes for obtaining Arrow International documents requested under the Privacy Act (**Request**).

The full details of your Request can be accessed on FYI via this link and are included as Appendix 1 at the end of this letter.

<https://fyi.org.nz/request/13907-missing-documents-from-privacy-act-requests>

Eligibility to request information

We initially responded to your Request by asking you to contact us directly to discuss whether you meet the eligibility criteria in section 12 of the OIA.

However, on 7 April 2021 the Office of the Ombudsman informed us that it had sighted your New Zealand passport and was satisfied that you are eligible to request information under the OIA. We are now responding to your Request on this basis.

Request 1

Did Southern Response adopt the trialled method of making sure that Privacy Act bundles are complete?

Answer: Yes.

Request 2

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

Answer: Yes. Southern Response uses the methods of document extraction set out in the Information Request Process document provided in response to Request 6 below.

Request 3

What did Southern Response do to correct previous Privacy Act bundles that had missing documents?

Answer: Southern Response subsequently provided the document that had been inadvertently excluded from the Privacy Act bundle in the one **2019 Incident** in which this is known to have occurred

Request 4

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.

Answer: No.

Request 5

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

Answer: None.

Request 6

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.

Answer: We have included two internal documents providing details of how Southern Response currently extracts emails and document attachments from the Arrow Aconex IT system to which your Request relates:

- Southern Response's *Information Request Process*; and
- a *Privacy Manual*.

These files are available for download for 7 days from the following link:

<https://southernresponse.sharefile.com/d-sa86ad7cc757d4f659c8a3c39552694fc>

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



Casey Hurren
General Manager



Appendix 1

“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]** ”*

