

20 May 2014

Mr Anthony Jordan
fyi-request-1636-55407755@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act Request

Thank you for your request of 29 April 2014 asking for the following information under the Official Information Act 1982. ACC has responded to each of your questions below.

1. *Would the ACC please provide the best format or downloadable form in order to obtain a complete and full copy of all information held in electronic, hard copy and any other method that could or maybe retrieved or referred back to by the Corporation.*

ACC does not have a standard form for requesting information. The Corporation may hold personal information about an individual for several reasons, including but not limited to that relating to an ACC claim, levy payments, services provided to ACC (if the individual is a treatment provider), if they have had any general enquiries about the Scheme, etc. For this reason, it would be impractical for ACC to have one form that could be used to request information.

If an individual would like a copy of their personal information held by ACC they may make a request verbally or in writing specifying exactly what information they require.

2. *When a client requests their information quoting "please supply a full and complete copy of all information held in the name of [client details] by ACC, any information that maybe blacked out or omitted please provide explanation and reference to act to justify any omitted information" Would it be correct to assume request would include 'Party Status Files' and also what is known as a 'IT Sweep'.*

If an individual requests a full copy of all their personal information that ACC holds, the Corporation is required to comply with this request unless there are grounds to withhold the information under Part 4 of the Privacy Act 1993. This means that, if the above wording is used, ACC would provide a full copy of the client's personal information.

Please note however that in most cases the documents ACC would retrieve by searching for information using the Party record or carrying out an IT sweep would already be held on the client's claim file. Therefore, it would be unusual for ACC to also carry out a duplicate search on the Party record when someone requests a copy of their claim files, but the decision to do so would be made on a case by case basis.

3. *What is the time frame that would be expected to obtain such files and when a client wishes to be advised for reasons of blacked out or omitted information, is the Corporation obligated to state reason(s) as to why.*

ACC responds to requests for personal information in accordance with the requirements of the Privacy Act which allows 20 working days.

ACC is able to extend the time limit for responding if:

- a) The request is for a large quantity of information or necessitates a search through a large quantity of information, and meeting the original time limit would unreasonably interfere with the operations of the agency; or
- b) Consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit.

Any extension must be for a reasonable amount of time, having regard to the circumstances of that particular request.

ACC also advises requestors whether any information has been withheld and refers to the corresponding parts of the Privacy Act 1993.

We're happy to answer your questions

Please contact me at Miroslava.Mijic@acc.co.nz if you would like to talk about the information we've provided. I'll be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you're still not happy, you may make a complaint to the Office of the Ombudsmen. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsmen
P O Box 10 152
WELLINGTON 6143

Yours sincerely



Miroslava Mijic
Advisor, Government Services