



26 October 2021

Ref: DOIA 2122-0745

L R Danby

Email: [fyi-request-16924-e3f29d4b@requests.fyi.org.nz](mailto:fyi-request-16924-e3f29d4b@requests.fyi.org.nz)

Dear L R Danby

Thank you for your email of 28 September 2021 to the Ministry of Business, Innovation and Employment (the Ministry), requesting the following information under the Official Information Act 1982:

*I request all documentation, correspondence, and advice relating to the recent Ddos attacks, specifically referencing Kiwibank, to date.*

CERT NZ provides support to businesses, organisations and individuals affected by cyber security incidents. We help to identify security issues and provide advice on what the next steps are to resolve them. Reporting to CERT NZ is voluntary and any information submitted is confidential. CERT NZ uses the information it receives to then provide general guidance to others who might be experiencing the same issues. For the benefit of businesses, organisations and the general public, it is therefore crucial that information regarding cyber security incidents continues to be reported to CERT NZ in future.

I have therefore decided to withhold the information held by the Ministry in scope of your request, in accordance with the following section of the Act:

- 9(2)(ba)(i) - as the withholding of the information is necessary to protect information which is subject to an obligation of confidence, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

I do not consider that the withholding of information under section 9(2) is outweighed by public interest considerations in making the information available.

Cyber security guidance is set out in the Government's New Zealand Information Security Manual (NZISM), which is publically available here <https://www.gcsb.govt.nz/publications/the-nz-information-security-manual/>.

Government organisations, and State Owned Enterprises such as Kiwibank, in conjunction with their service providers, have robust mitigations in place to manage attacks, such as those that occurred on 8 September 2021, generally without incident.

No cyber system can be guaranteed to be fully secure, however the measures outlined in the link above are designed to ensure that customer information and accounts are not affected through poor security practices.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Rob Pope', with a large, stylized flourish above the name.

**Rob Pope**  
National Manager  
CERTNZ