



30 June 2022

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Kia ora Shane

**Your Official Information Act request, reference: GOV-018563**

Thank you for your email of 1 June 2022, asking for the following information under the Official Information Act 1982 (the Act):

*I note on your website*

*<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.acc.co.nz%2F&data=05%7C01%7Cgovernmentservices%40acc.co.nz%7C7150d64e8e3f45c16d3a08da434fe0c9%7C8506768fa7d1475b901cfc1c222f496a%7C0%7C0%7C637896307720109671%7CUnknown%7CTWFPbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ikk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=aqpr%2B3sIOM28SYw1cJORMEbKQesnncdzhhrj2vf8iSc%3D&reserved=0> you are using Google Tag Manager to record details of visits to your website.*

*Can you please provide the following:*

- 1. The length of time this data is retained for.*
- 2. A copy of the Information Management policy that this data retention period is based upon.*

**The length of time website visit data is kept for**

All government agencies must have a retention and disposal schedules which outlines how long we retain data or information for. ACC's website reporting information is kept until it is administratively no longer required for business or reference purposes or for a maximum of 50 months.

The Disposal Authority covers electronic and physical information relating to all aspects of the claims process can be found at <https://collections.archives.govt.nz/en/web/arena/search#/item/aims-archive/DA402/da402>. As this information is publicly available, we are refusing to provide it again here. This decision is made under section 18(d) of the Act.

**Information Management Policy**

Please find attached ACC's Information Management Policy. Please note staff names were considered outside the scope of your request.

**If you're concerned about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). You can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

Ngā mihi

Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement & Support