



17 October 2022

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Tēnā koe

OIA request 22/23 0235 - Request for information on digital identity

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 16 September 2022.

You requested –

- 1. Please provide a list of all private sector institutions (corporate and non-government, including advisory/management consultancy services) that are currently under contract to provide a service to advise the DIA concerning strategic, policy and technical operations; or currently engaged in, the maintenance and development of the DIA's identity verification service. This includes e-government, e-banking, biometric, GPS tracking and surveillance, e-commerce, business intelligence, investigation and national security functions.*
- 2. Please supply a sample copy of agreements/memorandum of understanding signed by development partners/ service providers which state the terms of reference for partnership/engagement in consultancy/work with the DIA's identity verification service*
- 3. Please confirm which forms of biometric data are currently held by the DIA identity verification service (for some accounts): facial imagery, iris scans, DNA and finger prints.*

In response to your request, I can provide you with the following information.

Question one

Datacom is currently engaged in the maintenance and development of the RealMe Identity Verification Service. In addition, there are several sub-services, provided by SUSH and DAON, for digital onboarding. Another important component is the Verified Identity Source Interface which supports data integration for supporting issuance, this is provided by DXC.

There are currently no organisations under contract to provide a service to advise on the strategic, policy and technical operations of the Department's identity verification service.

From time to time third parties are contracted for security services, by which they provide independent security assessments or advice. In the past, there has also been the use of third parties for external testing of onboarding/liveness. However again, there are currently no organisations under contract for either of these matters.

It is important to note that occasionally, specific branches within the Department will be engaged to provide their support on matters, such as legal, privacy and technical operations.

Question two

We attempted to clarify this portion of your request on 22 September 2022, you confirmed on 4 October 2022 that this request does not require amending.

In turn, we have interpreted this portion of your request to be for a sample copy of an agreement. Please refer to Appendix A, attached, for a copy of the Services Agreement between the Department and DAON (Australia) PTY Limited.

Some information has been withheld under the following sections of the Act:

- 9(2)(a) – to protect the privacy of natural persons, including that of deceased natural persons.
- 9(2)(b)(ii) – to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
- 9(2)(k) – to prevent the disclosure or use of official information for improper gain or improper advantage.

Question three

The biometric data that is held by the Department includes facial images and liveness testing information which is part of the process for a RealMe verified identity. Should you be interested you can find the RealMe Identity Verification Service Privacy Statement on the RealMe website, <https://www.realme.govt.nz/privacy/identity-verification-service-privacy-statement/>. Here you will find detailed information on what is collected as part of a RealMe verified identity application.

As this information may be of interest to other members of the public, the Department has decided to proactively release a copy of this response on the DIA website. All requestor data, including your name and contact details, will be removed prior to release. The released response will be made available here: <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

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 or freephone 0800 802 602.

Ngā mihi



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