

16 January 2023

Anthony Jordan

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Kia ora Anthony

**Your Official Information Act request, reference: GOV-022288**

Thank you for your email of 29 November 2022, asking for the following information under the Official Information Act 1982 (the Act):

- *Process the ACC uses to Investigate Staff Accessing Claimants' files Without Proper Authority or Reason (when no Allegation is made ie ACC's Proactive Stanch if any)*
- *Process the ACC uses to Investigate Staff Accessing Claimants' files Without Proper Authority or Reason (when an Allegation is made to the ACC by a Claimant)*
- *Expected time frame to Satisfy Claimants Complaint to the Alleged Conduct as mentioned above*
- *Consequences to those found to be in breach of the ACC policy by accessing Claimants' files*
- *Can the ACC Claimant Information storage system be accessed without a trace of whom may have accessed an Individuals information?*

**Our decision on your request**

As we are still consulting with internal business groups on the response to your request, we are unable to provide you with our final response at this time. We have however, made a decision on your request.

ACC has decided to grant your request in full. We will provide you with the requested information as soon as we are able.

Our decision, as set out above, complies with our obligations under section 15 of the Act, which requires that decisions on requests are made within the timeframes allowed under the Act.

**If you have any questions about this decision, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this decision, 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