



**Te Pā Whakamarumarū**  
New Zealand Security  
Intelligence Service

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New Zealand Council for Civil Liberties  
fyi-request-21467-53cfe515@requests.fyi.org.nz

Tēnā koe

### **Official information request**

I am writing about your complaint to the Office of the Ombudsman, regarding the New Zealand Security Intelligence Service's (NZSIS) response to your Official Information Act 1982 (OIA) request of 20 December 2022, in which you asked for information on the NZSIS apology to Nicky Hager.

The reason for your complaint is that the material was not provided to you in the manner requested.

### **Response**

I would like to begin by apologising for not addressing your request to receive the information in the manner you requested in our original response. What was missing from our response to you was that, pursuant to section 16(2)(c) of the OIA, we were unable to make the information available in the way preferred by you as to do so would impair efficient administration.

While the NZSIS tries to make documents searchable before we issue them, we are not able to make all documents searchable because of our specific systems and software. Due to the national security environment we operate in, the NZSIS works across multiple systems. One such system (where we engage with the public) does not currently have PDF software, which means we cannot make our redacted documents text searchable.

If you have Adobe you should be able to use the recognize text function to make it searchable.

### **Ombudsman investigation**

As your complaint is still under investigation by the Office of the Ombudsman, we will be sending the Office a copy of this letter.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Andrew Hampton'.

### **Andrew Hampton**

Te Tumu Whakarae mō Te Pā Whakamarumarū  
Director-General of Security