

11 May 2023

J A Harris

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[fyi-request-22434-6cbb1aa6@requests.fyi.org.nz](mailto:fyi-request-22434-6cbb1aa6@requests.fyi.org.nz)

### **Request for information**

I refer to your two Official Information Act 1982 (OIA) requests of 11 April 2023, requesting a range of information relating to New Zealand Police (Police) use of Auror.

1. *Any documents or materials you have discussing or outlining or opining on the legality of the Auror platform, its use by NZ Police in reporting or receiving reports of crime, its use in prosecutions and evidence, and its impact on privacy (FYI-request-22433).*

*Document(s) outlining use by Police:* The Auror NZ Police Guidelines as at September 2022 is attached at **Appendix A**. Please note these are currently under review.

Please note some information has been withheld under the following grounds:

- section 6(c) of the OIA as the making available of the information is likely to prejudice the maintenance of the law including the prevention, investigation and detection of offences and the right to a fair trial.
- section 9(2)(b) of the OIA where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is subject of the information.
- section 9(2)(a) of the OIA to protect the privacy of natural persons. This refers to the photographs of people used to demonstrate use. These are not real offenders but are stock images of people used by Auror. However, it is unknown if they were advised of content/context of use. The names provided on the document are pseudonyms as are descriptors.

*Document(s) used in prosecution, evidence, and legal opinion:* Police uses many inputs as evidence in prosecution cases and does not collect or hold data on types of evidence utilised in prosecutions. Legal opinion may or may not be sought for prosecutions. Police does not hold a repository of evidence inputs, legal opinions sought, or judicial decisions made in relation to Auror. To obtain this information would require search and retrieval from all prosecution cases, which is a task that would impose significantly on our ability to carry out other work. Therefore, this portion of your request is refused under section 18(f) of the OIA as the information requested cannot be made available without substantial collation or research.

For your information, however, if a repository of legal opinions were held in regard to Auror, they would more than likely be subject to legal privilege and therefore withheld pursuant to section 9(2)(h) of the OIA.

*Impact on Privacy:* Auror carried out their own PIA to satisfy their obligations under

### **Police National Headquarters**

180 Molesworth Street. PO Box 3017, Wellington 6140, New Zealand.  
Telephone: 04 474 9499. Fax: 04 498 7400. [www.police.govt.nz](http://www.police.govt.nz)



the Privacy Act (2020) by identifying and mitigating any of the potential risks arising from the collection, use, or handling of personal information. Police sought an understanding from Auror as to their treatment of any potential privacy risks, for which they provided Police with their PIA.

Information regarding any risks to the platform that Police use is critical to its safe operation. A copy of Auror's PIA is therefore withheld under the following grounds:

- section 9(2)(b)(ii) of the OIA where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is subject of the information.
  - Section 9(2)(ba)(i) of the OIA to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information- (i) 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.
2. *A copy of any contract, terms, LoEs, MoUs, or other such documentation which states or describes the nature of relationship between Police (FYI-request-22434).*

These documents contain significantly detailed information that would prejudice the provider's commercial position within New Zealand, and internationally. Therefore, this information is withheld under section 9(2)(b)(ii) of the OIA, as 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.

3. *The costs spent on Auror, including platform and licensing fees, implementation costs, training and support costs, maintenance costs, and any other spend on the implementation and use of Auror (FYI-request-22434).*

Whether the request is for an overall costs figure or a breakdown of a specified timeframe, the supply of this information would prejudice the provider's commercial position within New Zealand, and internationally. Therefore, the information regarding Police spend on Auror is withheld under section 9(2)(b)(ii) of the OIA, as 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.

I hope that, although it has not been possible to provide specifically what you requested, the response provided meets your needs.

If you are dissatisfied with this response, you have the right to ask the Ombudsman to review my decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Yours sincerely

**Jeremy Wood**  
Executive Director, Policy and Partnerships  
New Zealand Police

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# Retail Crime Intelligence Platform Guidelines

Helping you prevent and respond to  
crime in your community

Updated: September 2024



NEW ZEALAND  
**POLICE**  
Ngā Pirihimana o Aotearoa

# Guideline contents

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# Introduction from NZ Police

**By Jeremy Wood**

Executive Director, Policy & Partnerships  
Police National Headquarters

Auror is an important tool that assists Police in working closer with businesses and the community to prevent and solve crime. We're pleased with the results of our partnership, and hope you find this guide a useful introduction to key functions.

Auror enables police to connect people, vehicles and other information, helping to build an accurate view of organised retail crime groups and other criminal activity. By aggregating the relevant data about targeted stores, areas, products and times, police can deploy appropriate resources to prevent and respond to crime. It also digitises evidence collection and victim engagement.

We look forward to continuing this partnership, producing better outcomes for the community, and building on the successes to date.



# Introduction from Auror

By **Phil Thomson**  
*Co-founder and CEO*



On behalf of Auror, we're excited to be working with New Zealand Police. Since Auror started, we've been driven to transform the way businesses and police prevent and solve crime, using technology, information, and collaboration to help make our communities safer.

We know that dealing with volume crime in the past has often been a difficult experience. We want to change that and in the process save you time while getting better outcomes.

Businesses across the retail sector, including supermarkets, petrol stations, and department stores now use Auror. It helps them to quickly and easily report crime, identify offenders and organised groups, and prevent more crime in their stores.

We're excited to have you as part of the Auror community, working together to solve and prevent more crime!



# What is Auror?

Auror is a Crime Intelligence Platform that has been developed to help report, solve and prevent crime, and to keep people safe. It enables this through a user-friendly interface which encourages more crime to be reported in a structured way. Retailers choose to share this information with NZ Police.

Auror is an important tool that assists Police in working closer with businesses and the community to prevent and solve crime. Over the course of recent years working together, police have utilised Auror to help affect arrests, add invaluable information to serious crime cases, and work closer with retailers and the community.



Working together to reduce crime in your community



# Why use Auror?

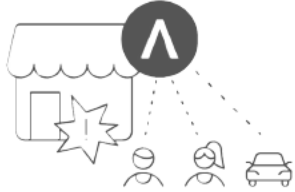
## Auror will help you to:

- **Investigate** retail and serious crimes.
- **Access intelligence** from the community safely and securely.
- **Identify repeat people** and organised groups.
- **Gather evidence** (including CCTV).
- Streamline **communication** with victims.

Auror partners  
with over **80%**  
of the major retailers  
in New Zealand  
- creating a rich source  
of **quality** intel



# How does it work?



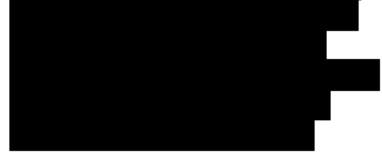
1. s.9(2)(b) OIA



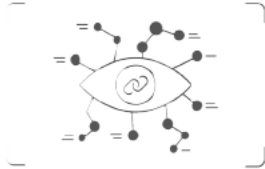
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3. s.9(2)(b) OIA



4. s.9(2)(ba) OIA



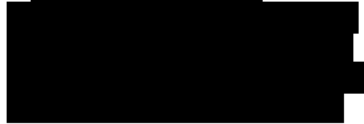
5. s.9(2)(b) OIA



6. s.9(2)(b) OIA



7. s.9(2)(b) OIA



Auror helps you to:

## Find **better intel**

- Search for repeat people, key words, products and more to find intel that you care about.
- Access this intel quickly and on any device.
- Set your newsfeed to surface intel that is directly relevant to you.
- Find detections of Vehicles of Interest to help solve serious crimes.

The screenshot displays the Auror search interface. At the top, a search bar contains the text "Dragon tattoo". Below the search bar, a list of results is shown, including a redacted entry "s.9(2)(a) OIA" and a profile for "John Doe".

The profile for "John Doe" (p176442) includes the following information:

- Also known as: John Citizen
- Summary: John Doe has been involved in 5 events. They were last seen in Smallville, Smalltown and have been known to be aggressive, physically abusive, and disorderly. Most recently described as male, muscular, and of average height. They have been known to target goods such as Baby formula.
- Behaviours: 5 Aggressive, 3 Physically abusive, 2 Disorderly, 2 Trespass
- Statistics: Last activity 2 days ago at Superstore Bigville North; 5 Events at Superstore Bigville North; Total value \$2,594.73; 5 events in the past 28 days (ACTIVE).

Below the profile, there are two sections:

- ACCOMPLICES** (4 total):
  - Jane Doe: 1 event
  - Unknown Female: 1 event
  - Unknown Male: 1 event
  - Unknown Male: 12 events
- VEHICLES** (2 total):
  - ABC123: 3 events (with image of a red car)
  - Unknown: 3 events (with icon of a car)

Auror helps you to:

# Get updates in **real time**

- Subscribe to alerts for intel you want to know - behaviours, values and more.
- Get notified about people, vehicles, stores, and products that you want to know about.
- Use intel alerts to stay ahead of repeat people.

The image shows a user interface for 'John Doe' (p176442), also known as John Citizen. The interface includes a notification menu with options: 'In app', 'Instant email', and 'Daily digest'. The main content area displays several intel alerts:

- Person intel - John Doe nearby**: A message from Auror stating 'John Doe has been active nearby, he last offended at 1:40pm April 3rd'. It includes a 'Person intel - John Doe nearby' header and a 'This information is sensitive in nature, do not share.' warning.
- John Doe is a repeat offender**: A message stating 'John Doe is a repeat offender who is highly active in Smallville and Bigville. He often targets high value items such as Meats and Baby formula.' It includes a 'Behaviours' section with tags for 'Aggressive', 'Physically abusive', and 'Disorderly'.
- Summary Table**: A table showing activity metrics for 'Today'.

Lat activity	Events	Total value	ACTIVE
Today	5	\$2,594.73	5 events in the past 28 days
Supernine Smallville	3 at Supernine Smallville	\$5,301.9k Supernine Smallville total	

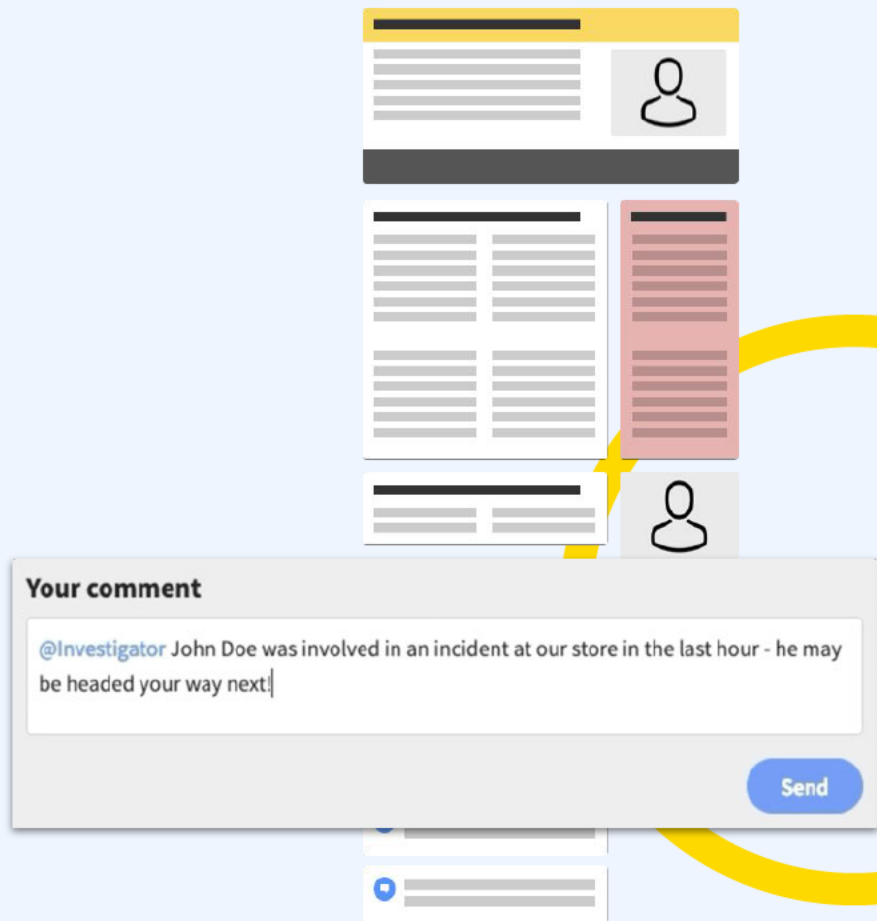
Below the table, there is a note: 'You are getting this email because you have subscribed to Events that occur with John Doe'. At the bottom, there are links for 'None', 'In-app only', 'Instant', 'Daily', and 'View all notification settings'.



Auror helps you to:

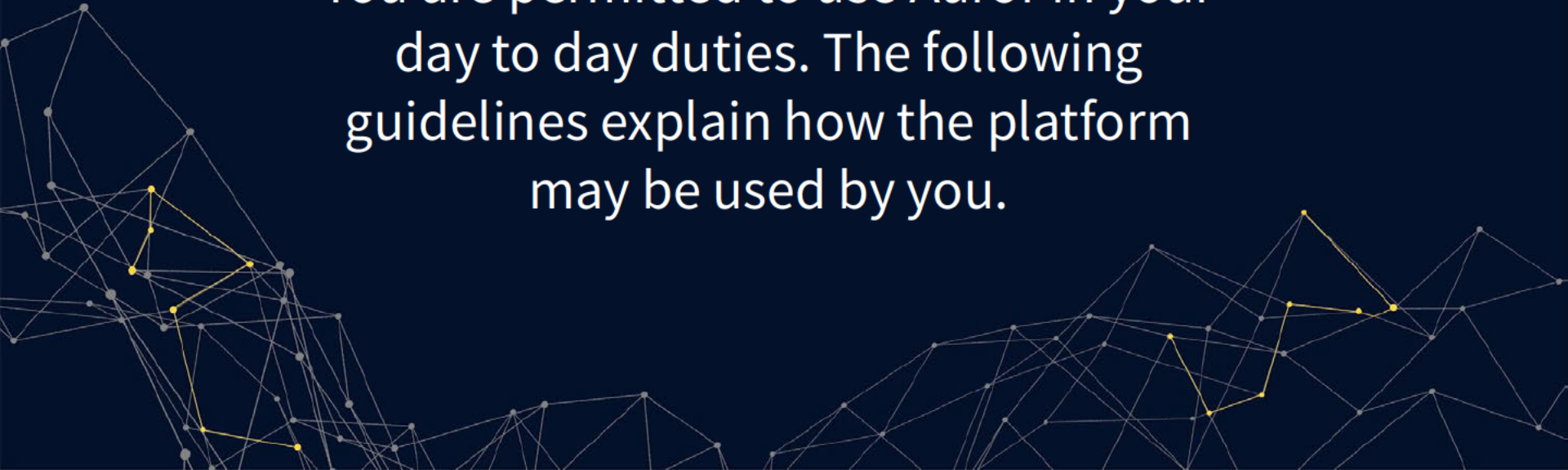
## Collaborate with your community

- Easily request and download CCTV and other evidence.
- Quickly ID unknown offenders for the community and other Police.
- Request official police reports where required.
- Inform victims of incident outcomes.



# Guidelines

You are permitted to use Auror in your day to day duties. The following guidelines explain how the platform may be used by you.



# Compliance with Police Policies

By **Jeremy Wood**, Executive Director Policy & Partnerships



Use of Auror is governed by the same rules as accessing any other Police system. You should only access Auror on approved police devices while actively on duty and for official purposes. It must be done in accordance with the law and in compliance with Police policies. **These include but are not limited to:**



- Code of Conduct
- Police social media policy
- Inappropriate access, use/procurement policy
- Community disclosure of offender information
- Wanted persons postings
- Search & Surveillance Act
- Privacy Act
- ANPR Policy

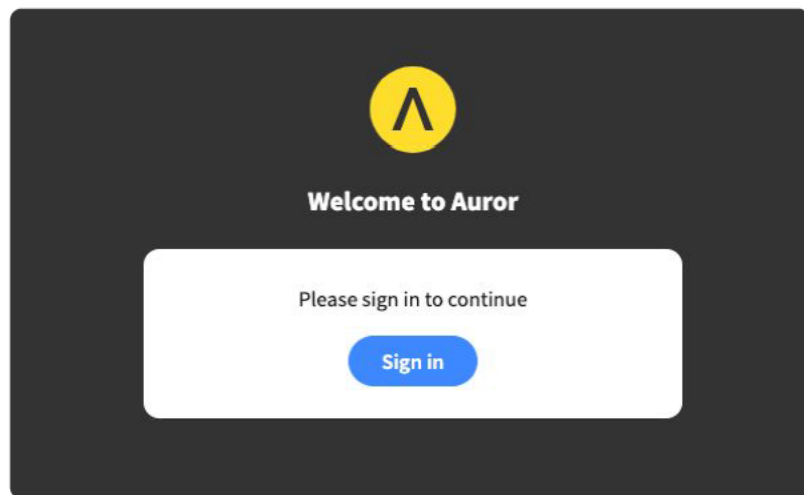


In general, New Zealand Police do not endorse specific products or services. However, Police are permitted to discuss initiatives like Auror that aim to help reduce crime and community harm. Please see the following guidelines for more specific guidance around the Auror platform.



# Accessing Auror

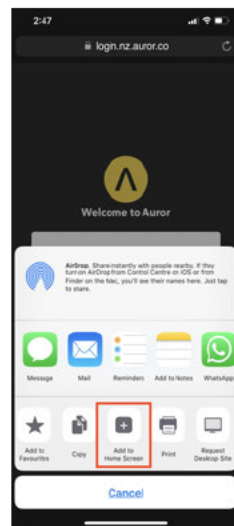
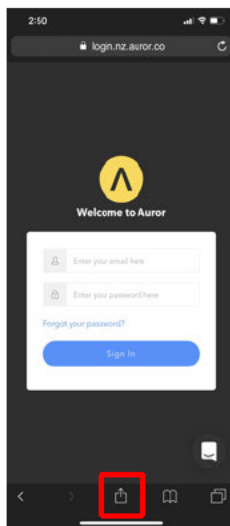
- Auror is available to all New Zealand Police staff. Signing up for access to Auror is s.6(c) OIA [REDACTED]
- Auror is web based and can be accessed on any internet enabled device. On computers, we recommend using Google Chrome for the best experience.
- Do not share your login details with others (all police can create their own Auror account via the link above).
- Access and use of the Platform is auditable by the National Integrity Unit.



# Using Auror on your phone

- **Step 1.** If you have an iPhone, open Safari then head to **s.6(c) OIA**
- **Step 2.** Click on the box with the arrow pointing up at the bottom of the screen.
- **Step 3.** This should bring up a window with the option to "Add to Home Screen".
- **Step 4.** From here you can click "Add" and this will save Auror as a square icon on your home screen.

*You can now access Auror easily on your phone.*





# How do I update **victims**?

You can use Auror to update the victims of any outcomes relating to a person or event using comments on an incident or person profile. The platform will also allow you to drive accountability for retailers - for example, the updates allow you to show them that without CCTV supplied, the investigation cannot progress.

## **You can:**

- Change the Police status to update the victim of an outcome of an incident. However, you must still update victim details in NIA.
- **Share the following details:**
  - Charges laid
  - Court Appearances scheduled
  - Warrants for their arrest
  - Bail conditions

## **You cannot:**

- Share confidential details about a live operation.
- Share confidential details about an offender.
- Share other details from NIA.

**s.9(2)(b) OIA**

s.9(2)(b) OIA

s.9(2)(b) OIA

# Utilising **ANPR** Data

Police may make limited access requests to number plate detection data from businesses in your communities through the Auror platform. You may undertake a search query of this data provided you have good lawful reason and that it will assist you with investigating, resolving, or preventing a crime. There are currently three functions:

## **Querying (Find a Vehicle):**

You may undertake a search for historical detections of a vehicle that may have been detected in the last 60 days. You do not require a warrant for these searches. However, you must provide a correct file number and reason for searching when prompted by the Auror platform. You should also conduct additional checks to ensure that any detection is correct.

## **Real-time Alerts (Track a Vehicle):**

If you wish to be alerted when a particular vehicle is next seen, you must have a surveillance device warrant, forward looking production order, or emergency powers under s48 of the Search and Surveillance Act. You must supply this information and documentation when prompted by the Auror platform.

## **Stolen Vehicles:**

Any stolen vehicles detected by ANPR will be displayed on the Auror Feed. If you wish to be alerted to a particular stolen vehicle, you may use the Track a Vehicle function and you do not require a warrant or production order. However, you must not classify a vehicle as stolen in NIA if the only purpose is to track that vehicle and it has not been stolen.

# Find or track a vehicle

Auror enables police to request ANPR data from certain sites to see where vehicles of interest have been detected in the last 60 days. [Please read the NZP: ANPR Policy Document before using this functionality.](#) Your search queries and vehicle follows are not visible to other police staff or to Auror staff. However, PNHQ regularly audits all searches to ensure adherence with this policy and other internal police policies.

- To conduct a historical search for vehicle detections, you will need a file number, operation name, or other senior authority
- To track a vehicle and receive real time alerts you will need internal approval and a warrant or other appropriate authority document.

## **Please note that:**

- Not all sites on Auror have ANPR cameras operating.
- It is possible that a vehicle is not detected on a site if it does not go in front of an ANPR camera, or is obstructed from a camera's view.
- It is possible that a detection can be a misread if the camera hasn't correctly read the plate.
- It is important for you to double check that it is the correct plate before undertaking further inquiries.



s.9(2)(b) OIA

# Getting *help*

- 1** You can message Auror within the platform using the in-app messenger located in the bottom right corner of your screen or by emailing [support@auror.co](mailto:support@auror.co)
- 2** If you have any feedback, please share this with the Auror team and with PNHQ via the Executive Director of Policy & Partnerships.

s.9(2)(b) OIA

# Interacting with **retailers**

In general, New Zealand Police do not endorse specific products or services. However, Police are permitted to discuss initiatives like Auror that aim to help reduce crime and community harm.

In your interactions with the local community, it's likely that you'll encounter businesses that are experiencing retail crime issues.

In these instances, you are free to disclose that Police and other retailers are currently using this system, and that there is a **partnership** between NZ Police and Auror.

You can refer any questions to the Auror team at [support@auror.co](mailto:support@auror.co) or to the Executive Director, Policy & Partnerships at PNHQ.

