



30 June 2023

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Peter Brown

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dia.govt.nz

Tēnā koe Peter

OIA request 22/23 0875 Request for information relating to the Latitude Finance 2023 hack

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 20 May 2023.

You requested –

- *All textual electronic communications between Latitude Financial Services/Latitude Group and DIA, as they are, not in summary form where they could be distorted.*
- *All electronic communications within DIA regarding communications to the media about the 'hack', in the form that they are held, not in summary form.*
- *All records held regarding meetings since 1 March 2023 between DIA and Latitude Financial Services/Latitude Group.*

As advised in our letter of 15 June 2023, your request was extended by two weeks pursuant to section 15A(1)(b) of the Act as consultations necessary to make a decision on the request were such that a proper response to the request could not reasonably be made within the original time limit. We confirmed our office would provide its final response no later than 3 July 2023.

In response to your request, I can now provide you with Appendices A, B, C, D, E and F attached alongside this letter. I note that the way the information has been collated to ensure nothing is missed means that emails are repeated in this release.

It may be helpful for me to explain that pages one and two of Appendix D are an email where a link to an encrypted workbook showing a list of affected customers was sent to the Department. I note that the staff member was unable to access it.

Some information contained within the appendices has been withheld pursuant to section 9(2)(a) of the Act: the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons.

I can confirm that there were no meetings held between Latitude and the Department since 1 March 2023. This portion of your request must therefore be refused pursuant to section 18(e) of the Act: that the document alleged to contain the information requested does not exist.

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 its 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

A handwritten signature in black ink, appearing to be 'K. Raggett', written in a cursive style.

Kate Raggett
Manager Operational Policy and Official Correspondence
Service Delivery and Operations