



04 July 2024

C182176

Caleb

fyi-request-26872-18013de4@requests.fyi.org.nz

Tēnā koe Caleb

Thank you for your email of 19 May 2024 date to the Department of Corrections – Ara Poutama Aotearoa, requesting information about employee internet usage. Your request has been considered under the Official Information Act 1982 (OIA).

Corrections employs approximately 10,000 staff in prisons and the community. Corrections expects the utmost professionalism from our employees and all staff are expected to meet the expectations set out in our Code of Conduct, which is available to view [here](#). The overwhelming majority of our people act with integrity and professionalism in what is often a high pressure and challenging environment.

You requested:

I am writing to request information under the Official Information Act 1982 (OIA) regarding the internet usage of Corrections employees. Specifically, I would like details related to the following websites and platforms:

1. YouTube
2. Facebook
3. Instagram
4. TikTok
5. Netflix
6. Sky Sport

Please provide the following information for the past month:

The number of times each of the above websites/platforms has been accessed by Corrections employees.

The total amount of hours spent on each of these websites/platforms by Corrections employees.

Any other relevant information that may help investigate inappropriate use of officers' time on the internet.

Additionally, I would appreciate any insights into the measures taken by Corrections to monitor and manage internet usage by its employees.

As well as adhering to the Code of Conduct, staff must also adhere to our Information Technology and Services Acceptable Use Policy. This policy includes codes of behaviour and best practice notes relating to IT equipment. It also sets out the compliance management tools and processes which are used to help ensure compliance with the policy and related procedures, minimise the risk of breaches and identify trends and risks so that they can be managed appropriately. In addition, our Social Media Policy provides guidance for, and sets out the obligations of, Corrections employees using social media both as a representative of the organisation and in a personal capacity.

Copies of Corrections' Information Technology and Services Acceptable Use Policy and Social Media Policy are attached.

Corrections digital systems do not record discrete or unique instances of user access to websites, and therefore, this part of your request is refused under section 18(g) of the OIA as the information requested is not held by Corrections and we have no grounds for believing it is held by another department or connected more closely with the functions of another department.

However, Corrections does collect the browse time for websites through our internet proxy services, and the table below provides the total browse time broken down by website for the month of April 2024.

Please note, Corrections has various social media platforms including Facebook, Instagram and YouTube which our staff are responsible for maintaining. This includes sharing information with members of the public, responding to queries from victims, family members of people in our management, and the public. In addition, our intelligence staff access these platforms to prevent and detect criminal activity in prisons. We also note that a number of Corrections' internal videos are held on YouTube and accessed by staff for informational, educational, training and other reasons. Staff are allowed to use devices on a limited basis for personal use outside of work when travelling and at home.

| Website | Total Browse Time (hours) |
|------------|---------------------------|
| YouTube | 5,342.65 |
| Facebook | 14,852.67 |
| Instagram | 16,681.25 |
| TikTok | 513.37 |
| Netflix | 2,312.85 |
| Sky Sports | 58.73 |


Notes for table:

- Data is provided for Corrections-issued computers only as these access the internet through the proxy services.
- This includes all internet traffic, regardless of where the device is used.

Please note that this response may be published on Corrections' website. Typically, responses are published quarterly or as otherwise determined. Your personal information including name and contact details will be removed for publication.

I hope this information is helpful. I encourage you to raise any concerns about this response with Corrections. Alternatively, you are advised of your right to raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



Alastair Turrell
Deputy Chief Executive
Infrastructure and Digital Assets