

16 October 2024

Miss W Forest

By email only to: fyi-request-28596-9ad18cbe@requests.fyi.org.nz

Tēnā koe

Official Information Act Request (Our Ref: OIA/0399)

We refer to your Official Information Act 1982 (OIA) request received on 1 October 2024. You request:

I am seeking the guidance document or opinion otherwise issued to either Ministry of Social Development or the associated Minister ("MSD") outlining the Privacy Commissioner response to MSD seeking guidance for the use of publicly visible branding on it's letters associated with it's clients. These letters are where the clients cannot effectively opt out or not able to refuse to provide their address in order to receive benefits.

We have refused your request under section 18(e) of the OIA on the basis that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

We note there are a number of case notes on our website which address the issue of agency details contained on envelopes:

- [Case Note 23067 \[2003\] NZPrivCmr 23](#): Patient objects to receiving X-rays in envelope with label indicating contents.
- [Case Note 35433 \[2003\] NZPrivCmr 17](#): Addressee objects to Community Probation Service's details on envelope.
- [Case Note 68858 \[2005\] NZPrivCmr 3](#): Prisoners object to Department of Corrections stamping outgoing mail with name of prison.
- [Case Note 203014 \[2009\] NZPrivCmr 8](#): Stamp on envelope identified woman's health condition.

While these do not relate to MSD, we hope you find them useful in showing the Privacy Commissioner's past approach to these matters.

If you are not satisfied with my response to your request, you have the right to ask the Ombudsman to investigate and review my decision under section 28 of the OIA.

Nāku iti noa, nā

A handwritten signature in blue ink that reads "Liz MacPherson". The signature is written in a cursive style and is contained within a thin black rectangular border.

Liz MacPherson
Deputy Privacy Commissioner