

24 February 2024

Dominic Scheirlinck
fyi-request-29857-255e5579@requests.fyi.org.nz

REF: OIA-17468

Dear Dominic

Request made under the Official Information Act 1982

Thank you for your email of 24 January 2025 requesting the following information regarding under the Official Information Act 1982 (the Act):

AA Drivers Licensing Agencies display the following sign next to their camera for taking Drivers License photos: "We are not authorized to show your driver licence photo as instructed by Waka Kotahi - NZ Transport Agency"

My questions are:

A: were such instructions were provided by NZTA to licensing agencies instructing them that they were not authorized to show a driver's license photo to the applicant immediately after taking such a photo?

B: what were those instructions?

I can confirm that the following instruction is contained in the Driver Licence Portal that all driver licence agents (the Automobile Association (AA) and Vehicle Testing New Zealand VTNZ) are required to follow:

Viewing the image

You must not let applicants view their image under any circumstances. If they're not happy with their image when they get their photo driver licence, they'll need to apply and pay for a replacement card.

In line with NZ Transport Agency Waka Kotahi (NZTA) policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact Ministerial Services, by email to official.correspondence@nzta.govt.nz.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tara Parata', written in a cursive style.

Tara Parata

Head of Customer Contact Centre