



20 January 2016

Lee M

fyi-request-3528-e34da6d1@requests.fyi.org.nz

Dear Lee M

Official Information Act Requests

Thank you for your Official Information Act 1982 (OIA) request of 6 January 2016. You asked for copies of all process and policy documents relating to claim management privacy processes including but not limited to 'completing information requests', 'when to release personal information' and 'gaining client consent'.

ACC notes that its privacy-related policies were provided to you on 19 January 2016 as part of this separate information request: fyi-request-3423-f9d6405e@requests.fyi.org.nz. ACC is therefore refusing your request for the above privacy-related documents under section 18(d) of the Act because this information is publicly available.

ACC is happy to answer your questions

If you have any questions about the information provided, ACC will be happy to work with you to answer these. You can contact us at GovernmentServices@acc.co.nz or in writing to Government Services, PO Box 242, Wellington 6140.

You have the right to complain to the Office of the Ombudsman about our decision to refuse your request. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to The Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely

Government Services

Government Services