

10 May 2016

Lee M

fyi-request-3921-88bf6252@requests.fyi.org.nz

Dear Lee M

Official Information Act Request

Thank you for your email of 9 May 2016 in which you believe ACC has not responded to parts 1 and 2 of your Official Information Act (the Act) request of 22 April 2016:

"...my request still has two other parts - 1) and 2) - that you have not responded to which do not cover a large amount of information and sourcing this information would not involve substantial collation and research. Therefore please provide the following information without further delay ---

"In a Radio New Zealand interview on 15 April 2014, Mr Sid Miller, Chief Customer Office, ACC stated that the ACC had "Implemented 37 of the 44 privacy recommendations". Under the Official Information Act I am requesting that the ACC;

1) Provide a complete list of the 44 privacy recommendations and findings, and quote their exact origins and relevant (recommendation and/or findings) dates.

2) Advise whether or not it has completed implementation of all 44 privacy recommendations and findings? If so, on what date did this happen? If not, please provide the fullest possible explanation why not, and, provide a summarized list of the remaining privacy recommendations and findings that are still to be implemented and the fullest possible reasons for the delay in implementing them."

ACC responded to all parts of your request of 22 April 2016 on 6 May 2016. Our response provided you with a link to ACC's website (www.acc.co.nz/privacy/WPC137361) where you can find the 2012 *Independent Review of ACC's Privacy and Security of Information* document and the 2014 *Independent Privacy Follow-Up Review* document. Together, these documents contain the information you seek.

Therefore, in order to avoid any future misunderstanding, parts 1 and 2 of your earlier request (and reiterated in your more recent request) are refused. This decision is in accordance with section 18(d) of the Act, as the information you request is publicly available.

In terms of the part of your request seeking an explanation, a summarised list or reasons, we note a distinction under the Act exists between a request for information already known to and held by an agency (official information); and a request to an agency to form an opinion or provide an explanation or comment and thus create new information to answer the request (not official information).

Accordingly, we will not be providing you with any explanation, summarised list or reasons connected to the noted reviews (beyond anything already contained in the documents to which we have referred you).

You have the right to complain to the Office of the Ombudsman about our decision. 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