



GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI



New Zealand
Security Intelligence
Service
Te Pā Whakamarumarū

23 November 2016

Bill Robertson

fyi.request-4761-991b47917@requests.fyi.org.nz

fyi.request-4762-16c43ebb@requests.fyi.org.nz

Dear Mr Robertson

Official Information Act Request

I refer to your Official Information Act request received 14 October 2016 by both the Government Communications Security Bureau (GCSB) and the New Zealand Security Intelligence Service (NZSIS) for the following information:

Are calls made to the NZSIS and GCSB public helplines as listed on the NZSIS and GCSB websites recorded electronically?

Are they transcribed, or stored, and if so, for how long are those recordings stored? And are those recordings available to members of the public via a Privacy Act request?

A joint response by NZSIS and GCSB has been prepared in response to your requests. Calls made to the public helplines of NZSIS and GCSB, as listed on their public websites, are not recorded at present, however, this policy is currently under review. In some cases, details may be transcribed by the person taking the call and forwarded to the relevant part of the business. In cases where information is transcribed, information will be retained for its required purpose, and personal information will be subject to the provisions of the Privacy Act 1993.

The delay in our response is due to the recent earthquakes that impacted our offices located in Wellington. We hope this delay has not caused you any inconvenience.

Yours sincerely

A handwritten signature in blue ink that reads 'Rebecca Kitteridge'.

Rebecca Kitteridge
Director of Security

Yours sincerely

A handwritten signature in black ink that reads 'Andrew Hampton'.

Andrew Hampton
Director of GCSB