



MINISTRY OF SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

Bowen State Building, Bowen Street, Wellington 6011, PO Box 1556, Wellington 6140 • Telephone: 0-4-916 3300 • Facsimile: 0-4-918 0099

19 SEP 2012

Mr Glenn Collis
fyi-request-507-a9c0cb90@requests.fyi.org.nz

Dear Mr Collis

Thank you for your email of 20 August 2012 requesting, under the Official Information Act 1982, the following information:

"How many Work and Income clients requested their file under the Privacy Act and out of these requests how many times has it also been that the Ministry of Social Development hasn't been able to supply the information that has been requested by clients due to the fact that their file has gone missing and the Ministry can't locate their file."

The Ministry of Social Development is committed to keeping all of its information secure, and to protecting the privacy of our clients, their families and the organisations that deliver our services. Information relating to clients is kept confidential at all times. All client files are kept secured and shared with only those who are authorised to have access to them.

As you may be aware, the Office of the Privacy Commissioner investigates complaints into breaches of the Privacy Act 1993. Of the breaches of the Privacy Act investigated by the Office of the Privacy Commissioner since 1 July 2006 in regards to the Ministry, none related to cases where a client's file was unable to be located or was missing.

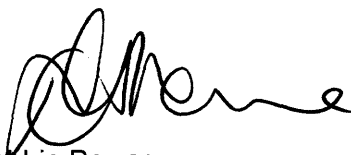
It is important to note that Work and Income regularly receives a large number of requests for a wide variety of information. These may be informal requests at meetings for specific information through to formal requests for historic files. I am unable to provide you with information specifically on the number of requests Work and Income receive from clients for their files under the Privacy Act and the number of these where the requested file was unable to be located. Therefore, I am refusing this information under section 18(g) of the Official Information Act. This section of the Act allows me to refuse a request where the information is not held by the Ministry and where I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

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I am sorry I could not be of more assistance. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsmen
PO Box 10-152
WELLINGTON 6143

Yours sincerely

A handwritten signature in black ink, appearing to read 'Debbie Power', with a stylized, cursive script.

Debbie Power
Deputy Chief Executive Work and Income