



DOIA1617-1401

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D Stuart

Fyi-request-5862-028c23b6@requests.fyi.org.nz

Dear D Stuart

Thank you for your email of 11 May 2017 to Hon Paula Bennett, Minister of Police requesting information under the Official Information Act. Your request has been transferred to the Ministry of Business, Innovation and Employment (MBIE) for response.

I note you have requested the following information:

How is it possible for the Police to turn on "Location Services" remotely, on an android phone, when that function is turned OFF on the phone, is someone uses the 111 emergency service

I would also like to know how to prevent this kind of hacking.

On 10 May, Hon Paula Bennett, Hon Simon Bridges, Minister for Communications and Hon Peter Dunne, Minister for Internal Affairs, announced a new caller location system for mobile 111 calls. This system automatically provides emergency services with a probable location of a caller when they dial 111 from a mobile phone, enabling police, fire and ambulance services to respond more quickly. It is similar to systems already in place in the United States, the United Kingdom and Europe.

For more information see: www.mbie.govt.nz/info-services/sectors-industries/technology-communications/communications/emergency-call-services/ecli.

When a 111 call is made from an Android phone, location data is provided by Google's Android Emergency Location service. This is a built-in feature of Android operating systems that is developed, owned and managed by Google to improve the safety of Android mobile phone users. It was publically announced as an update to the Android Operating System by Google on 28 July 2016.

For more information see: <http://googlepolicyeuropa.blogspot.com/2016/07/helping-emergency-services-find-you.html>.

Location data is only provided to emergency service providers at the time of a 111 call, initiated by the caller, and is only used to assist in responding to a call by verifying the location of a 111 caller, and is only kept as part of the record of that call.

'Location Services' are turned on for a maximum of 25 seconds to get the best available location, using GPS, Wi-Fi or cell-site information to define the location of the handset. After 25 seconds, the best location information is sent from the phone and 'Location Services' are returned to their previous state (i.e. turned off if they were off or turned on if they were on). Location data will only be held for 60 minutes and will then be deleted.

MBIE worked closely with the Office of the Privacy Commissioner throughout the project, to safeguard the privacy of 111 mobile callers. The Privacy Commissioner concluded that an amendment to the Telecommunications Information Privacy Code 2003 was warranted to facilitate the disclosure of the information, while appropriately protecting the privacy of individuals.

The Commissioner consulted publicly prior to the new amendment coming into force in March 2017. The amended Privacy Code regulates the collection, use, disclosure and retention of information.

Mobile phones now make up around 80 per cent of calls to 111. This solution helps emergency services verify the likely location of mobile callers and improves public safety by enabling emergency services to respond more quickly to emergency events from mobile phones.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'B' followed by a long horizontal stroke.

Brad Ward
GM, Commerce, Consumers, Communications
Building, Resources and Markets