



15 AUG 2018



Dear 

On 18 June 2018, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *A list of incidents since January 1 2016 that your organisation is aware of and in which documents, reports or other materials have been mistakenly left unaccompanied in public (such as a staff member leaving a folder of material in a café or taxi).*
- *For each of the above incidents please provide the following details: what material was involved and whether this included any information about members of the public and an overview of such details (i.e people's names, addresses, photographs), the date of the incident, where the material was left, whether it was recovered and how, and what actions took place as a result.*
- *For each of the incidents, please provide copies of any summary reports, documents or correspondence.*

The Ministry is committed to protecting personal privacy and it is important to the Ministry that New Zealanders can trust and value how we use the information that we hold about them and that we keep it safe.

The Ministry's Code of Conduct includes clear expectations requiring staff to take proper care with the access, use, exchange, disclosure and storage of all the information we manage. We have a zero tolerance policy for the intentional misuse of personal information.

The Ministry centrally records incidents in which an individual's privacy may have been breached but not those which could not have resulted in a privacy breach. As such information regarding documents left unaccompanied in public that did not contain information on individuals and as such may not have resulted in a privacy breach is refused under section 18(f) of the Official Information Act, as to determine whether such incidents have occurred the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. The greater public interest is in the effective and efficient administration of the public service.

The Ministry is aware of two incidents in which documents, reports or other materials have been mistakenly left unaccompanied in public since 1 January 2016. These incidents are outlined in the table below. The associated documentation you have requested is enclosed.

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

You will also note that the contact details of some individuals have been withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

Material involved	Date	Where was it left	If and how it was recovered	Actions taken	Associated documentation
Two client CVs	30 April 2018	Unknown – somewhere between New World and the Highland Park Work and Income office	The information has not been recovered	Both clients were contacted regarding this incident and apologies made. The Service Centre Manager addressed the incident with the involved staff member, reiterating the Ministry's Privacy of Information policy and ensuring that the staff member would no longer remove paper copies of Ministry information from the office.	Privacy Incident Notification form Privacy Impact rating dated 12 June 2018 Series of emails dated 1 May 2018 to 9 May 2018.
A list of clients with booked appointments on 27 April 2018, a list of clients trespassed from the Balclutha Work and Income office, Southern Visual Trespass List with 4 photos of clients and a Site Refusal Form with 2 client names written on it.	27 April 2018	In front of the main doors of the Work and Income office	The folder was recovered on 28 April 2018 by a staff member who saw it when driving past.	Changes were made to guard practice at the Balclutha office. Following the issue a decision was made that the outside guard is to have the folder in their hands at all times and at the end of the day all three guards will be part of the final lock up of the doors and support each other to ensure that all client lists are put in the destruction bin. A subsequent decision has been made that no trespass lists are to be held at the door. Each the guards go through the Region trespass list to familiarise themselves with names and photos in the site. This has been implemented Nationwide.	Privacy Incident Notification form Series of emails dated 28 April 2018 to 30 April 2018.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding incidents in which material has been mistakenly left unaccompanied in public, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Stephen Crombie
Deputy Chief Executive, Corporate Solutions

9(2)(a)

From: 9(2)(a)
Sent: Wednesday, 9 May 2018 11:38 a.m.
To: PrivacyOfficer (MSD)
Subject: RE: Privacy Breach: Auckland Central Employment Team
Attachments: Privacy Incident form_MSD_2.5.18.docx

Categories: 9(2)(a)

Good morning 9(2)(a)

My apologies, please see the attached Privacy Incident form. I am confirming both parties have been spoken to; have accepted our apology and will not be taking any action.

Kind regards

9(2)(a)

Work Services Manager, Central Auckland
9(2)(k) (Mobile)



Ko Aotearoa kei te putake o ta matou mahi - NZ is at the heart of what we do

From: PrivacyOfficer (MSD)
Sent: Wednesday, 09 May, 2018 9:37 AM
To: 9(2)(a)
Subject: RE: Privacy Breach: Auckland Central Employment Team

Hi 9(2)(a)

Any chance of getting the Breach Incident form back as soon as you can? Sorry to remind but we need to rate the incident on the GCPO scale for us to decide if we need to take further action? I am sure that will not occur as I understand you have advised the affected parties?

Thanks for your understanding.

Kind regards

9(2)(a)

Senior Advisor Privacy | Information Privacy, Policy, Practice | Organisational Solutions
Contact: DDI: 9(2)(a)

Level 9.2.22, The Aurora Centre, 56 The Terrace, Wellington

Our Purpose

*We help New Zealanders to help themselves to be safe, strong and independent.
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake.*

From: 9(2)(a)
Sent: Wednesday, 2 May 2018 1:22 p.m.
To: PrivacyOfficer (MSD); 9(2)(a)
Cc: 9(2)(a) Lynda Smardon
Subject: RE: Privacy Breach: Auckland Central Employment Team

Good afternoon, advising that the other affected party has been contacted. I am working on the Privacy Incident form and will forward on completion

Regards

9(2)(a)

Work Services Manager, Central Auckland
☎ 9(2)(k) Mobile)



Ko Aotearoa kei te putake o ta matou mahi – NZ is at the heart of what we do

From: PrivacyOfficer (MSD)
Sent: Tuesday, 01 May, 2018 11:57 AM
To: 9(2)(a)
Cc: 9(2)(a) Lynda Smardon
Subject: RE: Privacy Breach: Auckland Central Employment Team

Thanks 9(2)(a) for letting us know.

9(2) It would be appreciated if you can complete the enclosed Privacy Incident form and return it to the PrivacyOfficer@msd.govt.nz when done. We will be in touch with you after that and also if you can let us know when the other affected party has been advised.

Thanks so much.

9(2)(a)

Senior Advisor Privacy | Information Privacy, Policy, Practice | Organisational Solutions
Contact: DDI: 9(2)(k)

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From: 9(2)(a)
Sent: Tuesday, 1 May 2018 11:27 a.m.
To: PrivacyOfficer (MSD)

Cc: 9(2)(a) Lynda Smardon
Subject: Privacy Breach: Auckland Central Employment Team

Good morning, This notification is sent on behalf of Lynda Smardon, Regional Director, Auckland Central.

We have been advised by SCM Auckland Central Employment Team that a staff member has misplaced a clear folder that had two clients' CVs inside and her business card after attending a meeting with a local employer.

The staff member has retraced her steps i.e gone back to the place where she believed it could have been. While there the two rooms that staff member went into and their lost property area were checked. Staff member has thoroughly checked the work vehicle also.

The client details are known. Staff member is concerned about this and advised SCM as soon as she was aware of the documents missing.

Further steps to be taken:

- SCM and staff member will continue to retrace her steps;
- One of the clients' mother has been spoken to advise of this (advised they weren't worried), however have been unsuccessful with the other. SCM to continue to follow this up;
- SCM to have a formal discussion with staff member;
- SCM to advise of on-going process to be followed by work brokers when managing client's documents outside of the office.

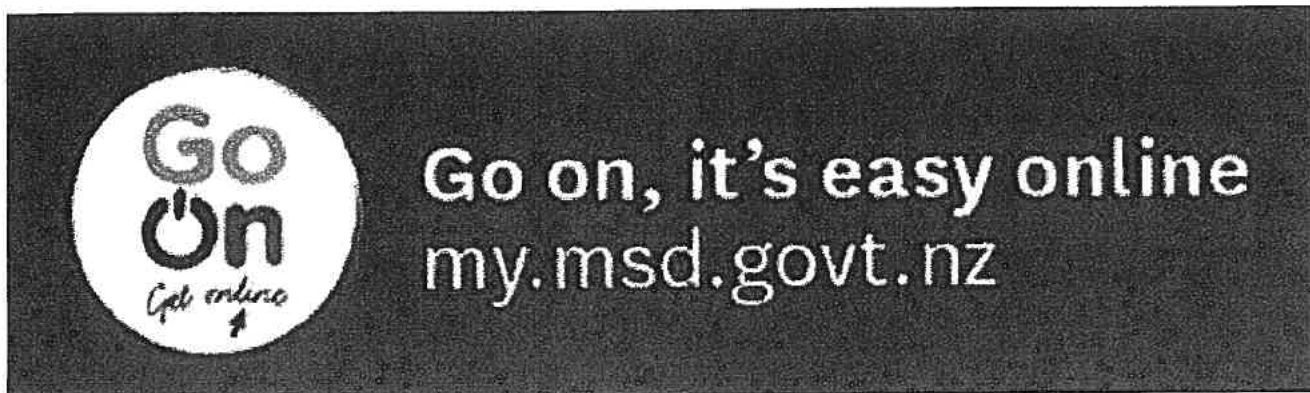
If there is anything else you need or any advice you would like to give, please feel free to contact 9(2)(a) Service Centre Manager.

Regards – 9(2)(a)

9(2)(a) | Executive Assistant
Auckland Regional Office – Work & Income | Ministry of Social Development
Phone 9(2)(k)

General Enquiries 0800 559 009
www.workandincome.govt.nz

[SEEMAIL]



Statement of Confidentiality

The information in this email and any attached pages is intended for the use of the original addressee. Information it contains is classified as In Confidence and may be legally privileged. If you are not the addressee, any disclosure, photocopying, distribution or use of the contents of this message is prohibited. If

you have received this email in error, please notify us by telephone (collect) immediately so that we can arrange the retrieval of the original document(s) at no cost to you.



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

9(2)(a)

From: PrivacyOfficer (MSD)
Sent: Wednesday, 2 May 2018 1:35 p.m.
To: 9(2)(a) PrivacyOfficer (MSD); 9(2)(a)
Cc: 9(2)(a) Lynda Smardon
Subject: RE: Privacy Breach: Auckland Central Employment Team

9(2)(a)
Thanks 9(2)(a) for that update.

9(2)(a)

Senior Advisor Privacy | Information Privacy, Policy, Practice | Organisational Solutions

Contact: DDI: 9(2)(k)

Level 9.2.22, The Aurora Centre, 56 The Terrace, Wellington

Our Purpose

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From: 9(2)(a)
Sent: Wednesday, 2 May 2018 1:22 p.m.
To: PrivacyOfficer (MSD); 9(2)(a)
Cc: 9(2)(a) Lynda Smardon
Subject: RE: Privacy Breach: Auckland Central Employment Team

Good afternoon, advising that the other affected party has been contacted. I am working on the Privacy Incident form and will forward on completion

Regards

9(2)(a)

Work Services Manager, Central Auckland
☎ 09 9176705 (Phone) or 029 200 8500 (Mobile)



Ko Aotearoa kei te putake o ta matou mahi – NZ is at the heart of what we do

From: PrivacyOfficer (MSD)
Sent: Tuesday, 01 May, 2018 11:57 AM
To: 9(2)(a)
Cc: 9(2)(a) Lynda Smardon
Subject: RE: Privacy Breach: Auckland Central Employment Team

Thanks 9(2)(a) for letting us know.

Remainder of email chain is a duplicate of earlier chain.



Privacy Incident

Notification form

Use this form when you have identified:

- personal information has been (or may have been) verbally, physically or electronically disclosed or used without authority
- personal information has been (or may have been) inappropriately collected
- following a request for personal information, a decision about whether to provide has not been made and communicated within 20 days (or extended timeframes)
- theft, or loss of personal information (e.g. files, USB sticks)
- unauthorised access to personal information
- correction or accuracy principles have not been applied correctly

This includes situations where there has been a close call or a near miss.

If you need help completing this form:

- Contact your manager
- Contact: PrivacyOfficer@msd.govt.nz

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Reporting Details

Your name 9(2)(a)

Position Service Centre Manager

Business Group MSD, Auckland Region

Phone Number Mobile: 9(2)(a), 9(2)(k)

Email 9(2)(a)@msd.govt.nz



Incident Details

When did the incident happen? 30 April 2018

When was the incident discovered? 30 April 2018

What personal information was involved? Select all that apply.

- Name
- Physical Address
- Email Address
- Phone number
- Video or voice recording
- Unique IDs (e.g. SWIN number)
- Any information that could impact the safety of a child
- Financial information
- Medical information
- Ethnicity or religious information
- Photographs
- Allegations
- Opinions
- Other, please specify: The information was in the form of a Curriculum Vitae (CV); containing work aspirations, work history and work skills

How did the incident occur? Explain in as much detail as possible.

An explanation follows from the work broker involved, 9(2)(a): "I was going to New World, Howick to support a client in a job interview she was attending on Monday 30 April at 11.00am. New World, Howick had other vacancies so I was also using this opportunity to market 2 more candidates at the same time.

I took paper copies of CVs for 2 clients I was actively working with. I had 2 copies for each client i.e. total of 4. I put these in a clear view file. I had 2 of my business cards in the file as well.

That morning I sat in the job interview with the client who was being interviewed. This ended at approx. 11.30am and I had placed some handwritten questions in the same folder but these did not identify the client I was supporting. Then I went to meet with the HR department in

the same building. I completed that meeting and returned directly to the office at Highland Park. I didn't do any other visits or stops along the way.

I went straight into our lunchroom on my return and had some lunch. After some time I went to check the folder to retrieve the questions I had written when I realised I did not have the folder any longer.

I checked the lunchroom, my desk, the car, and then drove straight to New World, Howick to retrace my steps and see whether the folder had been handed in there. New World Howick checked their lost property, the meeting room and the HR office area. They were unable to locate the folder. I also checked the car park at New World and the electronic sign-in area adjacent to the coffee shop area in the Supermarket. They also advised that it wasn't let there. I then contacted my manager ^{9(2)(a)} to report this issue. I have also conducted many repeated and further searches since then with no resolution."

Do you consider this an isolated or systemic event? Isolated

How many people had their privacy compromised? 2-10 individuals

What physical or technical security measures were in place (e.g. passwords, physical locks, encryption, N/A)?

As these were paper copies of CVs, the only physical security measure was being in the possession of the staff member

Is the affected individual aware of this privacy incident?

Yes

Are you aware of any risk of harm or safety issues to any individual as a result of the incident? If yes, please explain?

No

Is there any current media attention? Choose an item.

If yes, please state the media organisation and publishing date.

No

If no, do you anticipate any possible media attention?

No; both clients have been spoken to and advised while surprised have acknowledged the sincerity of the work broker and MSD and they are not taking any further action

If this relates to information of which we have lost control, has the information been retrieved, or an attempt made to retrieve the information? If yes, please explain how this was done, by who and the outcome.

As outlined above, while there has been much endeavour we have not been able to retrieve the lost information

Has any affected party been contacted by us? If yes, please explain.

Yesterday the broker, 9(2)(a) met with client, 9(2)(a) 9(2)(a) was surprised but not upset. She understood and accepted the apology and assurances that we had taken all possible steps to locate her CV. I do not think a complaint will be lodged by her however her mother is her agent and we have not been able to contact her to date. 9(2)(a) has however left her contact details with the client to pass on to her mother; should she want to contact. There has been no further contact to date 9/5/18.

9(2)(a) spoke with client, 9(2)(a), also. She was surprised but understanding. She understands this was an accident and does not want to take this any further.

What action, if any, has been taken to prevent a similar incident occurring?

The staff member will henceforth never remove paper copies of CVs or any client information outside MSD offices.

As her manager, I have met formally to reiterate this and to further reinforce the MSD policy regarding Privacy of Information. My staff member is deeply apologetic and promises to be always careful.

Is there a risk of the incident happening again? No



Individuals affected

The following people had their privacy compromised:

Full name:

9(2)(a)

Relationship to us:

Client

Relationship to the recipient of the information, if applicable:

[Click here to enter text.](#)

Other serious factors for consideration (e.g. known mental illness, history of verbal or physical abuse, someone's health or safety is at risk):

None that we are aware of

Is the affected party aware of the incident? Yes

If not, why not?

[Click here to enter text.](#)

Full name:

9(2)(a)

Relationship to us:

Client

Relationship to the recipient of the information, if applicable:

[Click here to enter text.](#)

Other serious factors for consideration (e.g. known mental illness, history of verbal or physical abuse, someone's health or safety is at risk):

None that we are aware of

Is the affected party aware of the incident? Yes

If not, why not?

[Click here to enter text.](#)

Add another individual affected by copying and pasting the fields above.

Step
4

Recipient (if this relates to information of which we have lost control)

The following person received the information:

Full name:

[Click here to enter text.](#)

Relationship to us:

Choose an item.

Relationship to the affected individual, if applicable:

[Click here to enter text.](#)

Has the recipient acted on the information? For example, contacted the media, disclosed it to someone else or used it against the affected individual?

[Click here to enter text.](#)

Other serious factors for consideration (e.g. known mental illness, history of verbal or physical abuse, someone's health or safety is at risk):

[Click here to enter text.](#)

Add another recipient by copying and pasting the fields above.

Step
5

Completion

Send the completed incident form to: PrivacyOfficer@msd.govt.nz



Privacy Incident

Notification form

Use this form when you have identified:

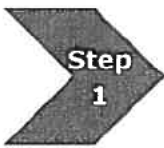
- personal information has been (or may have been) verbally, physically or electronically disclosed or used without authority
- personal information has been (or may have been) inappropriately collected
- following a request for personal information, a decision about whether to provide has not been made and communicated within 20 days (or extended timeframes)
- theft, or loss of personal information (e.g. files, USB sticks)
- unauthorised access to personal information
- correction or accuracy principles have not been applied correctly

This includes situations where there has been a close call or a near miss.

If you need help completing this form:

- Contact your manager
- Contact: PrivacyOfficer@msd.govt.nz

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Reporting Details

Your name	9(2)(a)
Position	Service Centre Manager
Business Group	Balclutha Service Centre
Phone Number	9(2)(ā), 9(2)(k)
Email	@msd.govt.nz



Incident Details

When did the incident happen? 27 April 2018

When was the incident discovered? 28 April 2018

What personal information was involved? Select all that apply.

- Name
- Physical Address
- Email Address
- Phone number
- Video or voice recording
- Unique IDs (e.g. SWN number)
- Any information that could impact the safety of a child
- Financial information
- Medical information
- Ethnicity or religious information
- Photographs
- Allegations
- Opinions
- Other, please specify: [Click here to enter text.](#)

How did the incident occur? Explain in as much detail as possible.

Security Guards hold a folder that has the days appointment list held within it.

This folder was placed on the window ledge at the end of the day Friday and the mats from outside were taken inside and the doors locked.

At 6am on Saturday the Guard folder has fallen off the window ledge where it was left from Friday night.

A Balclutha staff member was driving past the office on Sat morning at 10am and noticed something in front of the main doors and stopped to investigate. It was discovered that it was the Guard folder and there was client names visible.

The staff member notified myself as soon as she discovered and removed the folder.

She later in the day returned the folder to the office once she had her door swipe to gain entry.

I phoned ADT to advise that she would be dis-arming the office for a short period to be able to put the folder on my desk.

On Saturday morning as soon as the incident was identified I phoned Sue Rissman – Regional Director to advise and sent photos.

I also phoned the Regional Manager for Armourguard and left a message for him to phone me back. As I didn't have my work phone at the time I phoned the Dunedin Office for Armourguard and asked for Operations Manager 9(2)(a) phone number and alerted him to the incident. He was to contact South Otago Security immediately to advise of the potential privacy breach and organise an investigation.

On Sunday morning I received a text from 9(2)(a) Armourguard Regional Manager to advise he would be on site in Balclutha on Monday at 11am to start investigation with staff.

On arrival in Balclutha on Monday morning I talked to the guards on site and discovered it was 9(2)(a) that was the last guard on duty outside on Friday night.

I checked the folder and found that the folder contained more information than I had realised. It also contained copies of the following: a list of clients with booked appointment on 27 April 2018, a list of clients trespassed from the Balclutha office, Southern Visual Trespass List with 4 photo's of clients and a Site Refusal Form with 2 client names written on it.

I have checked security footage overnight and the next morning up until the staff member discovered the folder and no member of the public was seen anywhere near the folder or its contents.

Since the incident we have made the following changes to guard practice in the Balclutha office.

The outside guard is to have the folder in their hands at all times

At the end of the day all 3 guards will be part of the final lock up of the doors and support each other to ensure that all client lists are put in the destruction bin.

No Trespass lists are to be held in the Guard folder at the door and each morning at start up meeting they are to go through the Region trespass list to try and familiarise themselves with names and photos.

Sue Rissman has spoken to 9(2)(a) Manager HSS Operations this morning to advise him of the additional pages on the clipboard. This was to highlight the risk of this happening in other sites. She also advised him that she had made contact with all sites in Southern and can confirm that the clipboards that guards hold at the door contain only the names of the client and their appointment time.

Do you consider this an isolated or systemic event? Isolated

How many people had their privacy compromised? Less than 50 individuals

What physical or technical security measures were in place (e.g. passwords, physical locks, encryption, N/A)?

The security team have taken on board that they have dropped the ball here and have assured me that they will all work as a team at the end of the day to ensure no personal information is ever left outside at the end of the day again and that they will physically hold the folder at all times

Is the affected individual aware of this privacy incident?

Yes

Are you aware of any risk of harm or safety issues to any individual as a result of the incident? If yes, please explain?

No

Is there any current media attention? No

If yes, please state the media organisation and publishing date.

[Click here to enter text.](#)

If no, do you anticipate any possible media attention?

[Click here to enter text.](#)

If this relates to information of which we have lost control, has the information been retrieved, or an attempt made to retrieve the information? If yes, please explain how this was done, by who and the outcome.

n/a

Has any affected party been contacted by us? If yes, please explain.

No

What action, if any, has been taken to prevent a similar incident occurring?

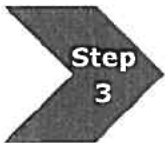
Since the incident we have made the following changes to guard practice in the Balclutha office.

The outside guard is to have the folder in their hands at all times

At the end of the day all 3 guards will be part of the final lock up of the doors and support each other to ensure that all client lists are put in the destruction bin.

No Trespass lists are to be held in the Guard folder at the door and each morning at start up meeting they are to go through the Region trespass list to try and familiarise themselves with names and photos.

Is there a risk of the incident happening again? No



Individuals affected

The following people had their privacy compromised:

Full name:

See attached photos

Relationship to us:

Choose an item.

Relationship to the recipient of the information, if applicable:

[Click here to enter text.](#)

Other serious factors for consideration (e.g. known mental illness, history of verbal or physical abuse, someone's health or safety is at risk):

[Click here to enter text.](#)

Is the affected party aware of the incident? No

If not, why not?

Security footage shows that no one approached the folder while it was outside

Add another individual affected by copying and pasting the fields above.



Recipient (if this relates to information of which we have lost control)

The following person received the information:

Full name:

[Click here to enter text.](#)

Relationship to us:

Choose an item.

Relationship to the affected individual, if applicable:

[Click here to enter text.](#)

Has the recipient acted on the information? For example, contacted the media, disclosed it to someone else or used it against the affected individual?

[Click here to enter text.](#)

Other serious factors of consideration (e.g. known mental illness, history of verbal or physical abuse, someone's' health or safety is at risk):

[Click here to enter text.](#)

Attached pictures of information in folder withheld under section 9(2)(a) of the Act.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Monday, 30 April 2018 11:43 a.m.
To: 9(2)(a)
Cc: Sue Rissman
Subject: FW: Privacy Incident form.docx
Attachments: Privacy Incident form.docx

Morning 9(2)(a)

Attached is my completed report

Thanks

9(2)(a)

9(2)(a) – Service Centre Manager

Phone: 9(2)(k) | www.workandincome.govt.nz

Ministry of Social Development, Southern Region

Relator | Consistency | Learner | Self Assurance | Arranger

Hononga | Whakawhanaungatanga | Kotahitanga | Manaakitanga | Whakamut

(Connecting to the why, Building relationships, Working as one, Looking after each other, Celebration)



Go on, it's easy online
my.msd.govt.nz

9(2)(a)

From: Sue Rissman
Sent: Monday, 30 April 2018 11:41 a.m.
To: PrivacyOfficer (MSD); 9(2)(a)
Client_Service_Delivery_Team (MSD); 9(2)(a)
Cc: Jason Tibble; 9(2)(a); Sue Rissman; 9(2)(a)
Subject: Potential Privacy Breach - update
Categories: 9(2)(a)

Hi everyone

When SCM 9(2)(a) arrived in Balclutha this morning she asked to see the clipboard and found that it contained more information than she had been made aware of on Saturday. It contained copies of the following: a list of clients with booked appointments on 27 April 2018, a list of clients trespassed from the Balclutha office, Southern Visual Trespass List with 4 photos of clients and a Site Refusal Form with 2 client names written on it. 9(2)(a) has made the Armourguard manager aware of this.

9(2)(a) has viewed the security footage from Friday night and Saturday morning up until the staff member discovered the folder and no member of the public was seen anywhere near the folder or its contents. 9(2)(a) was able to identify which of the guards was the last to enter the building on Friday night. 9(2)(a) has made the Armourguard manager aware of who that was and offered to show him the footage and he replied "no I trust that you are telling me the truth".

9(2)(a) has advised the guards herself this morning that this should not have happened and in future the clipboard can only contain the names of clients who have booked appointments on that day. Since the incident she has reinforced the following changes to guard practice in the Balclutha office.

- The outside guard is to have the folder in their hands at all times
- At the end of the day all 3 guards will be part of the final lock up of the doors and support each other to ensure that all client lists are put in the destruction bin.
- No Trespass lists are to be held in the clipboard at the door and each morning at start up meeting they are to go through the Region trespass list to familiarise themselves with names and photos.

I have spoken to 9(2)(a) Manager HSS Operations this morning to advise him of the additional pages on the clipboard. This was to highlight the risk of this happening in other sites. I also advised him that I have made contact with all sites in Southern and can confirm that the clipboards that guards hold at the door contain only the names of the client and their appointment time for that day.

Ngā mihi Sue

From: PrivacyOfficer (MSD)
Sent: Monday, 30 April 2018 11:00 a.m.
To: 9(2)(a); PrivacyOfficer (MSD); Sue Rissman; 9(2)(a)
Client_Service_Delivery_Team (MSD); 9(2)(a)
Cc: Jason Tibble; 9(2)(a)
Subject: RE: Potential Privacy Breach

Thanks 9(2)(a)

Appreciate any follow up information you have regarding Armourguard for our records.

Many thanks

9(2)(a)

**Lead Advisor, Information | Information, Privacy, Policy & Practice | Corporate Solutions
Ministry of Social Development**

Contact: 9(2)(k)

Level 9, The Aurora Centre, 56 The Terrace, Wellington

Our Purpose

We help New Zealanders to help themselves to be safe, strong and independent.

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake.

From: 9(2)(a)

Sent: Monday, 30 April 2018 9:05 a.m.

To: PrivacyOfficer (MSD); Sue Rissman; 9(2)(a) Client_Service_Delivery_Team (MSD);
9(2)(a)

Cc: Jason Tibble; 9(2)(a)

Subject: RE: Potential Privacy Breach

Morning All

I have just been talking with Armourguard their Regional Manager is currently driving to Balclutha. He will conduct a preliminary interview with the guards concerned.

Armourguard are very aware of the significance of the incident.

They will update me later on today with their investigation.

I will keep you up to date with any information that I receive from them.

9(2)(a)

From: PrivacyOfficer (MSD)

Sent: Monday, 30 April 2018 8:57 a.m.

To: 9(2)(a) Client_Service_Delivery_Team

(MSD); 9(2)(a)

Cc: Jason Tibble; 9(2)(a) PrivacyOfficer (MSD)

Subject: RE: Potential Privacy Breach

Dear 9(2)(a)

Thanks for copying us in – will follow up with Service Centre Manager.

Kind regards

9(2)(a)

**Lead Advisor, Information | Information, Privacy, Policy & Practice | Corporate Solutions
Ministry of Social Development**

Contact: 9(2)(k)

Level 9, The Aurora Centre, 56 The Terrace, Wellington

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From: 9(2)(a)
Sent: Monday, 30 April 2018 8:45 a.m.
To: Sue Rissman; 9(2)(a) Client_Service_Delivery_Team (MSD); 9(2)(a)
9(2)(a)
Cc: Jason Tibble; 9(2)(a) PrivacyOfficer (MSD)
Subject: RE: Potential Privacy Breach

...thanks for apprising us of this occurrence from Friday Sue – and you can rest assured that everyone on your mailing list will have read it over the weekend. Hopefully there wasn't too much (if any) foot traffic past the office on Friday evening following our close of business, and that the clip-board has pretty been left in the spot that the Guard last put it down.

Let us know how the matter is managed by the principal security provider, when they engage with their sub-contractor; and also let us know of any action that might be taken as a consequence.

Major thanks also to 9(2)(a) for keeping an 'eye on the office' when she was in town on Saturday morning, and for having the presence of mind to secure the clip-board when she saw it.

And while there hopefully will not be too significant an impact from this mistake, I have include the Privacy Team here in order to ensure that we manage this incident assiduously and to its successful conclusion.

9(2)(a)

Advisor Client Service Delivery

Work and Income National Office | PO Box 1556, Wellington 6140, New Zealand

Telephone: 9(2)(k) VDI and Cellphone Direct Link

Cellphone:

Facsimile:

E-Mail: mark.quinlivan005@msd.govt.nz or Client_Service_Delivery_Team

or Web: www.workandincome.govt.nz

[Please consider the environment before printing this EMail]

From: Sue Rissman
Sent: Saturday, 28 April 2018 1:52 p.m.
To: 9(2)(a)

Cc: Jason Tibble; 9(2)(a)
Subject: Re: Potential Privacy Breach

Hi everyone

Please see photo below which shows the details on the clipboard.

Attached photo withheld under section 9(2)(a) of the Act

Sent from my iPhone

On 28/04/2018, at 12:03 PM, Sue Rissman <sue.rissman@9(2)(k)> wrote:

Hi there

I have had a call this morning from 9(2)(a) SCM for the Balclutha Service Centre. 9(2) had just been sent a photo by a Balclutha staff member 9(2)(a) (attached). The photo is of a clipboard with a list of names that she found outside the main door of the Balclutha Service Centre at 11am this morning. The list was of names of clients that had appointments at the service centre on Friday. I have asked for a photo to be taken of the list of names and for it to be sent to me so we can see the details of what was on the list.

It would seem that the guards have left the clipboard outside when they finished for the day 9(2)(a) has taken the clipboard back into the office.

9(2)(a) has left a message for the Dunedin manager of Armourguard to advise him of the potential privacy breach. She also contacted the operations manager, 9(2)(a) this morning and advised him. 9(2)(a) will contact Otago Security, a subcontractor to Armourguard, who provide guards for the Balclutha site today. Nikki will also talk to the guards first thing on Monday morning about this incident and reinforce to them the importance of keeping Ministry information safe.

We have not been made aware of anyone else having seen the list of names. However, the entrance to the office is on a corner and at an intersection so it would have been visible if anyone had been looking in that direction.

At this stage we believe the privacy breach is contained.

Ngā mihi Sue

Sue Rissman – Regional Director Southern
DDI 9(2)(k)

Arranger | Maximiser | Individualisation | Analytical | Responsibility

Hononga | Whakawhānau | Kotahitanga | Manaakitanga | Whakanui

(Connecting to the why, Building relationships, Working as one, Looking after each other, Celebration)



9(2)(a)

From: 9(2)(a)
Sent: Monday, 30 April 2018 12:58 p.m.
To: Sue Rissman; PrivacyOfficer (MSD); 9(2)(a)
9(2)(a) Client_Service_Delivery_Team (MSD); 9(2)(a)
Cc: Jason Tibble; 9(2)(a) Pauline
Stenhouse
Subject: FW: Potential Privacy Breach
Importance: High
Categories: 9(2)(a)

Hi

Below are the preliminary findings from Armourguard.

They will let me know the outcome of their formal investigation.

9(2)(a)

From: 9(2)(a) [mailto:9(2)(a)@armourguard.co.nz]
Sent: Monday, 30 April 2018 12:05 p.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Potential Privacy Breach
Importance: High

Hi 9(2)(a)

We have received the preliminary findings from 9(2)(a) following his site visit to Balclutha this morning. The initial findings are as follows:

- Three guards were on site on Friday
 - o Two were Subcontractors and one was an Armourguard employee
- It was the Armourguard employee at the External Door position on Friday at closing
- The site had a common practice to place the folder of appointments on the window sill until someone approached the site
- At the close of business on Friday, the folder was on the window sill and forgotten by the guard
- During the next 17 hours, the folder has fell off the window sill
- It was spotted by an MSD staff member on Saturday morning at approximately 10am who then contacted 9(2)(a) who escalated through to Sue Rissman
- During the review of the CCTV, at no point in time was it observed that anyone approached, touched or looked at the folder

To mitigate against this happening again, we have introduced the following corrective actions:

- The folder is to be carried at all times and never put down until after close each day and back into the guards draw on site
- At the end of the day, the guards will place the paperwork into the destruction bin and ensure an MSD staff member knows and observes them doing this

- I will be sending out an email today to all regions to acknowledge this issue and to state the above two actions and have these communicated to all sites
- We will be adding this to the monthly contract conference call this Thursday morning

We will no be progressing with a formal interview with the guard and will notify you of the outcome of this.

We understand and acknowledge the seriousness of this breach and are ensuring the complacency to lead to this does not occur again.

If you have any further questions, please contact me.

9(2)(a)

Key Account & Business Development Manager
Armourguard Waikato

9(2)(k)

From: 9(2)(a) <@msd.govt.nz>

Sent: Monday, April 30, 2018 7:34 AM

To: 9(2)(a) <@armourguard.co.nz>; 9(2)(a)

9(2)(a) <@armourguard.co.nz>; 9(2)(a)

Subject: FW: Potential Privacy Breach

Morning

Just a follow up email.

There will be questions this morning about this.

Can you please give this some urgency?

9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Sue Rissman

Sent: Saturday, 28 April 2018 12:03 p.m.

To: 9(2)(a)

9(2)(a)

Cc: Jason Tibble; 9(2)(a); Sue Rissman

Subject: Potential Privacy Breach

Hi there

I have had a call this morning from 9(2)(a), SCM for the Balclutha Service Centre. Nikki had just been sent a photo by a Balclutha staff member 9(2)(a) (attached). The photo is of a clipboard with a list of names that she found outside the main door of the Balclutha Service Centre at 11am this morning. The list was of names of clients that had appointments at the service centre on Friday. I have asked for a photo to be taken of the list of names and for it to be sent to me so we can see the details of what was on the list.

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Sue Rissman – Regional Director Southern

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