



10 December 2024

Tēnā koe

Official Information Act Request

Thank you for your email of 12 November 2024, requesting information about the Ministry's data storage and privacy policy.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

For the sake of clarity, I have addressed your questions in turn.

- 1. Your documentation refers to privacy policy, privacy notice and you pension application demands agreement with the statement "I understand what you do with my personal information and how you protect my privacy." The question is which one of the 3 are applicable or are all the same.*

I can confirm that all three are applicable.

- 2. You pension application asks the preferred form of contact, Mail, phone or email. The email option demands agreement to receive marketing information. Is it correct that you use iContact for this purpose?, please provide a copy of the privacy policy you have agreed to.*

The Ministry no longer utilises iContact for this purpose, the Ministry now uses MailChimp to send marketing information. I have attached the Office for Seniors Privacy Policy notice to this letter. The MailChimp privacy policy is publicly available at the following link: www.intuit.com/privacy/statement/

- 3. What country do you store my data in and what encryption do you use when you transfer the data.*

Client data is stored locally within New Zealand.

Regarding your request for encryption used by the Ministry, this information has been withheld under section 9(2)(k) of the Act, in order to prevent the disclosure or use of official information for improper gain or improper advantage.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Magnus', written over a light grey grid background.

Magnus O'Neill
General Manager
Ministerial and Executive Services



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Privacy Policy

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We will only use that information to send you the newsletter. You can unsubscribe at any time.

We make sure that we keep your contact information safe and we do not disclose it to anyone else.

If you would like to see what information we hold about you, or you have any questions about how we handle your information, please [contact us](#).

If you think your information is wrong, let us know so that we can correct it.

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Last modified: 28 July 2021