



NEW ZEALAND  
**POLICE**  
Ngā Pirihimana o Aotearoa

17 February 2020

Andrew Crow  
[fyi-request-11718-e3477cba@requests.fyi.org.nz](mailto:fyi-request-11718-e3477cba@requests.fyi.org.nz)

Dear Mr Crow

I refer to your e-mail of 24 November 2019 in which you requested the following information:

- 1. Any internal policy or process documents that say photo ID can or can't be asked for.*
- 2. Information about what that photo ID is needed for, I.E under privacy policy, why are you collecting the information.*
- 3. Number of times the ombudsman has told you not to ask for photo ID.*
- 4. Number of times public have complained about your policy of asking for photo ID.*

Questions one and two

I have attached the *Identifying the requester* sections of the Police Instructions on the Disclosure under the Official Information and Privacy Act. These are Police's internal policy or process documents that addresses when photo ID can or can't be asked for in relation to requests for information.

Questions three and four

NZ Police responds to complaints on Official Information Act matters, from the Office of the Ombudsman and the public, as they arise. We do not keep a register of these complaints. In order to answer these questions we would have to manually search all correspondence. I am therefore declining this part of your request under section 18(f) as that the information requested cannot be made available without substantial collation or research.

I have also considered whether levying a charge would allow us to provide a response and I am satisfied that it would not.

**Police National Headquarters**

180 Molesworth Street. PO Box 3017, Wellington 6140, New Zealand  
Telephone: 04 474 9499. Fax: 04 498 7400. [www.police.govt.nz](http://www.police.govt.nz)

The Office of the Ombudsman does compile detailed statistics on the complaints they receive and investigate. This includes outcomes and is broken down by agency. You can find this in the Resources and Publications section of their website: <https://www.ombudsman.parliament.nz/>.

You have the right, under section 28(3) of the OIA, to ask the Ombudsman to review my decision if you are not satisfied with the way I have responded to your request.

Yours sincerely



**Megan Winch**  
Manager  
Ministerial Services