

12 October 2022

Vicki Symmons
fyi-request-20533-0e6fc725@requests.fyi.org.nz

REF: OIA-11021

Dear Vicki

Request made under the Official Information Act 1982

Thank you for your email of 13 September 2022 requesting the following information under the Official Information Act 1982 (the Act):

Could you please provide the procedure and/or the correct forms to permanently remove a person from the Land Transport Register and how to return a Driver's License so a person is no longer recorded on the NZTA register.

Waka Kotahi NZ Transport Agency does not have any procedures or forms to enable the permanent removal of a person's information from its records. This is because Waka Kotahi must comply with the requirements under the Land Transport Act 1998 and the Public Records Act 2005, which prevents it from deleting a person's personal information.

Therefore, I am refusing your request under section 18(e) of the Act, as the document alleged to contain this information does not exist.

While a person's information cannot be permanently removed from the Driver Licensing or Motor Vehicle Registers, there are processes in place if a person no longer wants a vehicle registered in their name, or they no longer wish to continue driving. These processes are outlined below.

Surrendering a driver licence

Should a person no longer wish to continue driving in New Zealand, they can surrender their New Zealand driver licence. To do this, they need to advise Waka Kotahi in writing and send this notification, along with their photo driver licence card to:

Waka Kotahi
Exemptions and Registers Integrity
Private Bag 11777
Palmerston North 4442

While this does not delete the person's licence record from the Driver Licensing Register, the status of their driver licence is updated to 'voluntary surrender'.

Motor vehicle permanently removed from the road

If a person has a motor vehicle that they no longer wish to continue using on the road, they are required to cancel the registration by completing the steps listed below:

- Complete and lodge an *Application to Cancel Registration (MR15 form)* at a plate agent (the Automobile Association, Vehicle Testing New Zealand, or Vehicle Inspection New Zealand),
- Present identification that confirms the full name, date of birth and signature as proof they are the registered person,
- Pay the cancellation fee of \$9.10,
- Surrender the vehicle's registration plates

Have sold a motor vehicle

If a vehicle has been sold, a person can remove it from their name by completing a *Notice by Person Selling/Disposing of a Motor Vehicle (MR13A form)*. This can be completed on the Waka Kotahi website at www.nzta.govt.nz/online or by phoning the Waka Kotahi Contact Centre on 0800 108 809.

While the above process removes a vehicle from a person's name, it does not delete the person's unique customer number record, which has their identifying information and contact details attached.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

If you would like to discuss this reply with Waka Kotahi, please contact Ministerial Services by email at official.correspondence@nzta.govt.nz.

Yours sincerely



Jackie Smith

Principal Advisor – Regulatory Services