

1. Please provide copies of any internal audits for the past 3 years relating to social media; (confirm if you have not conducted an internal audit).

We have no internal audits but do review performance of our owned digital channels quarterly. Engagement, including social media, was reviewed as part of our CouncilMARK independent audit,

A copy of this is available on our website at the following link

<https://councilmark.co.nz/assets/CouncilReports/New-Plymouth-DC-CouncilMARK-Report.pdf>

2. Provide a copy of NPDC or local government policy on the use of social media in investigations
Please clarify the question. We do not have a policy specifically relating to social media investigations.

3. Please confirm whether any follow up audits have been conducted on NPDC by any organization with regards to social media monitoring / social media intelligence.

Not to our knowledge.

4. As our Local Authority do you conduct overt and/or covert social media intelligence in some or all of your work. **Not that we are aware of.**

5. Please provide a copy of any current guidance/policies/internal guidance/code of practice or any other such written material used by/available to the local authority or those working on behalf of the local authority to conduct SOCMINT, the monitoring or accessing of information published on social media that is either publicly available or requires additional access e.g. to be friends with an individual, to have password and login details.

6. If you conduct overt or covert social media intelligence relating to social media platforms, please provide a copy of:

- (a) Relevant [sections of the] privacy policy;
- (b) the data protection impact assessment;
- (c) privacy impact assessment;
- (d) equality and human rights impact assessment
- (e) training materials for those conducting social media intelligence.

Please state if you do not have any of the above.

Not applicable.

7. Please provide a copy of any other template/form/document currently used (or to be used with the next three months) by NPDC as our local authority or fraud investigator (or team) in the conduct of social media monitoring. **Not applicable.**

8. Please confirm whether or not NPDC as our local authority has purchased or uses software and/or hardware to conduct social network / social media monitoring and/or in relation to sentiment analysis.

Google analytics. Facebook analytics.

9. Please confirm, if not stated in the guidance (question 5), the policy on deletion of data obtained from social networking sites.

Not sure of the question here.

10. If no documents (question 5) exist, or if the following is not covered in the documents which do exist, please explain:

- a. In what areas of NPDC as the local authority work is social media monitoring used -
- b. What criteria must be satisfied in order for social media monitoring to be carried out
- c. Who must authorize the request to conduct social media monitoring
- d. What is the process for conducting social media monitoring
- e. How long is data collected and retained
- f. Is there any process for requesting deletion.

11. Are you able to state how regularly social media monitoring is used? If so, please provide the figures for the past three years. **It is done in an adhoc manner and informally.**