



24 April 2023

Ref: OIA 23-107

Mason Helm

By email: fyi-request-22221-e9dfdcb3@requests.fyi.org.nz

Tēnā koe Mason

Request for information under the Official Information Act 1982

Thank you for your email dated 23 March 2023 to the New Zealand Customs Service (Customs) via the FYI website, requesting the following information under the Official Information Act 1982 (the Act):

*“On 20/03/2023 you advised that Auror is in use by Customs.
(<https://fyi.org.nz/request/20082/response/83045/attach/3/OIA%2022%20136%20Revised%20Response.pdf>)*

Please provide all advertising material, propositions, documentation, guidance material, and manuals related to your use of Auror and relations with the company. This will include documentation provided to Customs by Auror in March 2021.

When did Customs begin using Auror?”

Question one – *Please provide all advertising material, propositions, documentation, guidance material, and manuals related to your use of Auror and relations with the company. This will include documentation provided to Customs by Auror in March 2021*

In response, I can advise that Customs holds the following four documents in scope of this part of your request:

- *Customs' internal policy for the use of the Auror platform*
- *Auror Limited Presentation document dated March 2021*
- *Auror Limited Report dated September 2021*
- *Auror Limited independent privacy review dated April 2022.*

In relation to the document titled ‘*Customs' internal policy for the use of the Auror platform*’, I can advise that Customs is withholding this document in full under section 6(c) of the Act, where making available the information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial. Customs has reasonable grounds to believe that the release of this internal policy document pertaining to Customs’ use of the Auror platform would be likely to adversely affect the national interest, including hindering Customs’ operational effectiveness while trialling the Auror platform.

In relation to the remaining three documents in scope of the request (Presentation, Report and Privacy review), which are owned by Auror Limited, I can advise that these documents were provided to Customs by Auror Limited in confidence, as part of the commercial partnership between Customs and Auror Limited. Accordingly, Customs has consulted with Auror Limited regarding the release of their three documents in scope of the request. As advised by Auror Limited, Customs is:

- withholding the Presentation document in full under section 9(2)(b)(ii) of the Act, as releasing this information would be likely to unreasonably prejudice the commercial position of the supplier of the information, including providing a benchmark that Auror Limited's competitors could use to ascertain Auror Limited's market share and penetration. In addition, Auror Limited advises that the release of the document could potentially threaten the security of Auror Limited's retail partners
- withholding the Report document in full under section 6(c) of the Act, as the document contains sensitive information about Auror Limited and its platform. Its release would threaten a number of securities to the platform and also personal security of Auror employees
- withholding the independent privacy review document in full under section 9(2)(h) of the Act, where withholding is necessary to maintain legal professional privilege.

Customs considers the public interest arguments in favour of making this information available do not outweigh the necessity to withhold this information.

Question two – *When did Customs begin using Auror?*


I can advise that Customs has been undergoing a trial with Auror Limited since May 2022.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of the decision conveyed in this letter.

In the first instance, if you have any queries in relation to this response, please contact the Correspondence, Reviews and Ministerial Servicing team at: OIA@customs.govt.nz.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Nāku noa, nā



Debbie Kay
Correspondence, Reviews and Ministerial Servicing Manager