

21 November 2023

Sarah Brodrick

By email only to: fyi-request-24727-83256475@requests.fyi.org.nz

Tēnā koe

Official Information Act Request (Our Ref: OIA/0317)

We refer to your Official Information Act request of 13 November 2023.

You request:

1. I would like a copy of the most recent internal policy that you have in regards to the complaints process in regards to managing
 - 1) privacy breach and
 - 2) correction of information requests.

2. I would like to request a copy of the role and responsibilities of the investigator role in relation to managing privacy request complaints and correction of information requests.

Your request is granted. Please find attached a copy of the draft Decision Guide for Investigations and Dispute Resolution that sets out how the Office of the Privacy Commissioner deals with privacy complaints under the Privacy Act. Please note that the Decision guide is currently being internally reviewed.

This is the key document that guides our Investigators in managing privacy complaint investigations under the Privacy Act, including complaints about responses to access and correction requests.

You may also find of interest information about how we investigate privacy complaints which is available on our website [here](#)¹ as well as our guidance on our Compliance and Regulatory Action Framework².

¹ <https://privacy.org.nz/your-rights/complaints-process/>

² <https://privacy.org.nz/about-us/what-we-do/caraf/>

I hope that this information is helpful.

If you are not satisfied with my response to your request, under section 28 of the Official Information Act 1982 you have the right to ask the Ombudsmen to investigate and review my decision on your request.

Nāku iti noa, nā



Liz MacPherson
Deputy Privacy Commissioner