



15 JUN 2015

John Harpley  
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Ref: OIA 1383

Dear Mr Harpley

I refer to your request under the Official Information Act 1982 (the OIA) received at the Associate Minister of Immigration's office on 5 May 2015 requesting the following information:

- *Are phone conversations with Immigration NZ recorded and if so can the recordings be requested under the privacy act.*

**Our response**

Immigration New Zealand's (INZ) Immigration Contact Centre (ICC) is the only office within Visa Services that (electronically) records and retains phone conversations between Immigration New Zealand (INZ) and individuals.

Telephone calls to the ICC may be recorded for training purposes. Most calls are recorded and retained for 18 months.

Requests from individuals for the recording of their conversations with the ICC can be made to Immigration New Zealand under the Privacy Act 1993. However, calls older than 18 months are destroyed. A request for a telephone call recording should include the individual's name, client number (if applicable) and the date and approximate time of the call.

Under the Compliance, Risk and Intelligence Services area of INZ, the Immigration Border Operations Team records calls received from airlines, Customs, Ministry of Primary Industries and other government agencies.

If you wish to discuss any aspect of your request or this response, please contact Penny Hazlett at [penny.hazlett@mbie.govt.nz](mailto:penny.hazlett@mbie.govt.nz).

Yours sincerely

Assistant General Manager – Visa Services  
Immigration New Zealand  
Ministry of Business, Innovation and Employment

