



11 July 2024

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Joe

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Tēnā koe Joe

Your Official Information Act request OIA2425-0001

Thank you for your Official Information Act request, which we received on 1 July 2024.

You have asked:

I request documents, reports, advice, or any other information, that describe the Department of Internal Affairs': understanding of:

- (a) the meaning of "email redirection",
- (b) when "email redirection" is to be implemented as part of a communication plan,
- (c) how "email redirection" is to be implemented,

Please specify whether the "email redirection" should:

- (a) occur during transit, that is the email is redirected to an unintended person at an email server and before reaching the intended recipient, or
- (b) occur after the intended recipient received the email, which requires either the intended recipient to open and forward the email manually, or the intended recipient sets up a rule so that the email is forwarded to a person that they designated.

The Department of Internal Affairs is refusing your request under s18(e) as the requested information does not exist or could not be found despite reasonable search. The Department does not have any official definition for email redirection, or any policies, business rules, guidance or instructions regarding when or how email redirection is to be implemented as part of a communications plan.

We intend to publish our response to your request on www.dia.govt.nz. The letter, with your personal details removed, will be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the Act's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of Ministers and officials.

If you have any feedback or questions about the Department's response, please let us know at OIA@DIA.govt.nz

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'Melanie Carpinter', written in a cursive style.

Melanie Carpinter
General Manager Communications
Te Tari Taiwhenua Department of Internal Affairs