

5 March 2025

Ira

fyi-request-29835-4d77ffe0@requests.fyi.org.nz

REF: OIA-17449

Dear Ira

**Request made under the Official Information Act 1982**

Thank you for your email of 22 January 2025 requesting the following information under the Official Information Act 1982 (the Act). I will respond to each of your questions in turn.

Please note that Vehicle Testing New Zealand (VTNZ) is a counter agent who is contracted to undertake certain transactions and activities on behalf of NZ Transport Agency Waka Kotahi (NZTA). VTNZ has no role in access to the Registers under Section 241 of the Land Transport Act as NZTA is the owner/administrator of the Motor Vehicle Register (MVR) itself.

***I would like to have a copy of all audit reports sent by Auror to VTNZ.***

The following document is in scope of your request and is enclosed:

- Motor Vehicle Register 2023-2024.

This report has been provided to NZTA from Auror and provides details of the date, individual log-in, and the reason for access for each name and address search undertaken of the MVR under Auror's authorisation.

Please note that I am withholding plate details under section 9(2)(a) of the Act to maintain the privacy of natural persons.

***I would also like to know if VTNZ has confirmed that Auror has been following their legal authorisation to only use VTNZ data for the following purposes:***

- ***sending letter to registered owners informing them of debt***
- ***sending information to debt collection agencies***

***My understanding of the Auror app is that it allows for much more than this and the data is incorporated into a mobile app that retail staff, police and security services can access.***

Auror has released a privacy statement which explains how data collection works within their app. This can be found at: [www.auror.co/privacy-policy](http://www.auror.co/privacy-policy).

I can confirm that Auror does not obtain name and address information from the MVR for any other purpose than it has been contracted for by fuel retail customers, and it only accesses that information

for the purpose of investigation and debt collection processes. The Auror platform does not provide NZ Police or any other third parties with access to any information obtained from the MVR.

To date we have received no complaint or evidence that Auror has been using their authorisation under Section 241 for any purpose other than that specified, which is:

*Where the occupant(s) of a motor vehicle have failed to pay the full amount for goods or services obtained from a fuel supplier, where Auror Limited has entered into a contract with that fuel supplier instructing them to investigate non-payment at a service station.*

*In order for Auror Limited to:*

- *To send a letter to the registered person advising them of the failure to pay and requesting payment (including details of possible methods of making payment); or*
- *Provide the registered person information to debt collection services for the purposes of lawfully collecting the debt.*

I note that their privacy statement indicates that users upload information about incidents, and that information does not include personal address details. If you have any evidence that name and address information has been obtained for any purposes other than what is specified above, you are welcome to provide this, along with details and supporting documentation to NZTA for further investigation.

***Could I please also have any documents, emails, messages, reports or correspondence regarding the scope and purpose of Auror's access to VTNZ data?***

The attached document schedule outlines the documents in scope of your request and my decision on the release of each document.

Please note that some information in these documents is withheld under the following sections of the Act:

- section 9(2)(a) to protect the privacy of natural persons.
- section 9(2)(b)(ii) to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information
- section 9(2)(c) to avoid prejudice to measures protecting the health or safety of members of the public

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

***And is there has been any review of their use of this data?***

There has not been a review undertaken to date. The conditions of their authorisation (<https://www.nzta.govt.nz/assets/vehicle/docs/MVR-terms-and-conditions-auror-limited.pdf>) means that NZTA can request data or other details from Auror at any time, and they must provide it to us within a certain time period (conditions 15 and 16).

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to withhold some information in your request. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

In line with NZTA policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA please contact Ministerial Services by email to [official.correspondence@nzta.govt.nz](mailto:official.correspondence@nzta.govt.nz).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tracy Moore', written over a horizontal line.

**Tracy Moore**  
Head of Customer Operations

**OIA-17449 Document Schedule**

Ref	Document	Date	Decision on release
1.	RE: NZTA CA05 Application – Auror Limited	7 April 2022	Some information withheld under section 9(2)(a), 9(2)(b)(ii) and 9(2)(c) of the Act.
2.	S241 Application Payment	11 April 2022	Some information withheld under section 9(2)(a) of the Act.
3.	RE: S241 Application Debt Check	14 April 2022	Some information withheld under section 9(2)(a) of the Act.
4.	RE: 241 Templates and Guidance	16 May 2022	Some information withheld under section 9(2)(a) of the Act.
5.	RE: New application – Auror Limited	18 May 2022	Some information withheld under section 9(2)(a) of the Act.
6.	New Application – Auror Limited	23 May 2022	Some information withheld under section 9(2)(a) of the Act.
7.	RE: [EXTERNAL] New Application – Auror Limited	25 May 2022	Some information withheld under section 9(2)(a) of the Act.
8.	S241 Application – Auror Limited	27 May 2022	Some information withheld under section 9(2)(a) of the Act.
9.	RE: New Application – Auror Limited	9 June 2022	Some information withheld under section 9(2)(a) of the Act.
10.	Notice of Proposed Decision	10 June 2022	Some information withheld under section 9(2)(a) of the Act.
11.	S241 Application – Notice of Proposed Decision	13 June 2022	Some information withheld under section 9(2)(a) of the Act.
12.	RE: S241 application – Notice of Proposed Decision	20 June 2022	Some information withheld under section 9(2)(a) of the Act.
13.	FW: S241 application – Notice of Proposed Decision (2)	22 June 2022	Some information withheld under section 9(2)(a) of the Act.