

28 April 2026

IR-01-26-13111

Craig Innes
fyi-request-34482-bb12f97a@requests.fyi.org.nz

Tēnā koe Craig,

Thank you for your Official Information Act 1982 (OIA) request dated 13 April 2026. I have answered each of your questions below:

Number of complaints received that communications from the Firearms Authority have been identified as spam and therefore not received by intended recipients.

Te Tari Pūreke – Firearms Safety Authority receive feedback via the Registry, email and our website <https://www.firearmssafetyauthority.govt.nz/give-feedback>. We have received one complaint regarding our communications being identified as spam and therefore not received by the intended recipient.

Communications with communications companies and any protocols or memorandum of understanding ensuring that communications from the Firearms Authority are not identified as spam and therefore not directly received by intended recipients

The Firearms Safety Authority do not hold any communications, protocols or memorandum of understanding with communications companies ensuring that communications from the Firearms Safety Authority are not identified as spam. Therefore, this part of your request is refused pursuant to section 18(g) of the OIA, as the information requested is not held.

We use Spark's email-to-text service, which is owned by Police, to send messages. Apple and Android devices use their own spam-filtering systems, which take user reports into account. If recipients report texts as spam, those messages may eventually be flagged across devices. This classification is determined by the device providers and is outside of our control.

Police also hold the contract for our bulk email provider, which uses a reputation-based IP address. We have worked hard to build a strong reputation on this service however as with our email-to-text service, if recipients collectively mark our emails as spam, this can negatively impact overall email deliverability.

You have the right to ask the Ombudsman to review this decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz.

For your information, Police has developed a process for proactive release of information, so the anonymised response to your request may be publicly released on the New Zealand Police website.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Mike McIlraith', with a stylized flourish at the end.

Mike McIlraith
**Director - Communities and Corporate
Firearms Safety Authority**