



Veterans' Affairs AISA

Operating Procedures Registrar-General Births, Deaths and Marriages

18th December 2024

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	Template development
0.2	08/02/2024	s. 9(2)(a)	First draft
0.3	21/03/2024	s. 9(2)(a)	Updated based on feedback from VANZ
0.4	23/09/2024	s. 9(2)(a)	Finalise to send to OPC
1.0	21/11/2024	s. 9(2)(a)	Updated reporting requirements to align to OPC reporting letter.
1.1	18/12/2024	s. 9(2)(a)	Signing version
1.2		s. 9(2)(a)	

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1. Purpose

The purpose of this document is to provide additional information regarding the operational details for the information sharing between Veterans' Affairs and the Registrar-General Births, Deaths and Marriages (the Registrar-General) in relation to the supply of information about veterans and other claimants.

This information sharing is authorised by an Approved Information Sharing Agreement (AISA) under subpart 1 of Part 7 of the Privacy Act 2020.

2. Schedules

For each process that will utilise the provisions within the AISA a separate schedule will be developed. The Office of the Privacy Commissioner (OPC) will be consulted regarding the contents of the schedule prior to commencement of each new usage of the AISA.

Once a new schedule is finalised and signed by the Departmental Representatives it will be added to this document. At this time OPC will update the AISA reporting schedule to include the provisions of the new schedule and provide an updated version of the relevant reporting letter to the Chief Executive at Veterans' Affairs.

3. Reviewing the AISA

3.1. Review at request of a named party

In the event of a review of the AISA being required by a party in accordance with clause 16 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs

s. 9(2)(k) [redacted]@nzdf.mil.nz).

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they do not wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

3.2. Review at request of the Office of the Privacy Commissioner

The Deputy Head of Veterans' Affairs is responsible for handling requests for review by the Office of the Privacy Commissioner (OPC), be it ad hoc or in accordance with an agreed reporting schedule. All requests from OPC should be directed to the Deputy Head of Veterans' Affairs.

In the event of a party receiving a request from OPC this request must be directed to the Deputy Head of Veterans' Affairs and OPC advised that Veterans' Affairs is the lead agency.

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they don't wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

4. Amending the AISA

4.1. Minor amendments

In event of a minor amendment being identified by a party in accordance with clause 17 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any minor amendments to the AISA in accordance with section 157(5) of the Privacy Act and clause 17 of the AISA will be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment.

Communication regarding any required minor amendments will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently. The Deputy Head of Veterans' Affairs will consult with OPC regarding the extent of the changes before confirming the process to be followed.

Upon the new version of the AISA being agreed by all the parties the Deputy Head of Veterans' Affairs will:

- Arrange signature by all the parties.
- Provide a new signed copy to all parties

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at the Veterans' Affairs office.
- Notify OPC <mailto:>of the new version.
- Notify the Minister for Veterans of the new version.

The Registrar-General will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.2. Major amendments

In event of a major amendment being identified by a named party in accordance with clause 18 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any major amendments to the AISA should be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment of the AISA and the related Order in Council with all parties. This will include liaising with all parties, returning to Cabinet and consulting with the Office of the Privacy Commissioner regarding the proposed changes in accordance with section 157 of the Privacy Act. Cabinet may require public consultation to be completed if the proposed amendments are significant.

Communication regarding any required major amendments will be provided by the Deputy Head of Veterans' Affairs to all party representatives as detailed in clause 20 of the AISA, or as subsequently updated.

Upon the new version of the AISA coming into force through the gazetting of the updated Order in Council the Deputy Head of Veterans' Affairs will:

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

The Registrar General will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.3. Change of representatives

In the event of a change of representatives the Registrar-General must be advised in writing to the Deputy Head of Veterans' Affairs of the change. The Deputy Head of Veterans' Affairs will also advise OPC of the change as soon as possible.

In the event of a change of the Veterans' Affairs representatives the Deputy Head of Veterans' Affairs will advise all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

5. Suspending or terminating the AISA

In event of the Registrar-General wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Deputy Head of Veterans' Affairs with a minimum of a calendar month notice unless exceptional circumstances apply, in which case as much notice as possible must be provided.

In event of Veterans' Affairs wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Registrar-General with as much notice as possible provided.

6. Disputes

In the event of a dispute relating to the interpretation of application of the AISA being identified in accordance with clause 15 of the AISA, this should be directed to the Deputy Head of Veterans' Affairs.

In the event of a dispute relating to the interpretation or application of the AISA being identified by Veterans' Affairs in accordance with clause 15 of the AISA, this should be directed to the impacted party representatives.

7. Fees

Fees may be charged by Veterans' Affairs or the Registrar-General to cover the costs of information sharing. Fees, where applicable and as agreed, are detailed in each schedule.

Invoices will be created monthly in arrears for the sharing of information. Invoices must be paid by the 20th of the subsequent month.

Invoices for Veterans' Affairs should be emailed to [s.9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz).

8. Accuracy

In the event of the Registrar-General identifying a potential issue with the accuracy of information provided by Veterans' Affairs under the AISA they should contact the Deputy Head of Veterans' Affairs, who will investigate the issue and will advise of the outcome.

In the event of Veterans' Affairs identifying a potential issue with the accuracy of information provided by the Registrar-General under the AISA they should contact the Information Partnerships Team ([s.9\(2\)\(k\)@dia.govt.nz](mailto:s.9(2)(k)@dia.govt.nz)), who will investigate the issue and will advise of the outcome.

9. Breach

9.1. Applicable information

Breach notifications only apply to raw information obtained under the AISA. If a party updates their information based on personal information received, this updated information is not covered by the breach provisions set out below. In such cases the normal breach handling procedures of the receiving organisation should be followed.

9.2. Security breach – Registrar-General identified

In the event of the Registrar-General identifying a potential or actual security breach relating to information shared under the AISA, then the standard Department of Internal Affairs Security Breach process will be followed.

Upon confirmation of a security breach, the Department of Internal Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer

s. 9(2)(k) [redacted]@nzdf.mil.nz), the HQNZDF Unit Security Officer [redacted]@nzdf.mil.nz) and Chief Information Security Officer [redacted]@nzdf.mil.nz) as soon as possible.

The Registrar-General must not notify any other party, excluding the Department of Internal Affairs, without consulting with Veterans' Affairs if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.3. Security breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual security breach relating to information shared under the AISA, then the standard Veterans' Affairs Security Breach process will be followed.

Upon confirmation of a security breach, Veterans' Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer s. 9(2)(k) [redacted]@nzdf.mil.nz), the HQNZDF Unit Security Officer s. 9(2)(k) [redacted]@nzdf.mil.nz) and Chief Information Security Officer s. 9(2)(k) [redacted]@nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with the Registrar-General, if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.4. Privacy breach – Registrar-General identified

In the event of the Registrar-General identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Department of Internal Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, the Department of Internal Affairs must also immediately notify Veterans' Affairs (s. 9(2)(k) [redacted]@nzdf.mil.nz) and NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

The Department of Internal Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by the Department of Internal Affairs.

9.5. Privacy breach – Veterans' Affairs identified

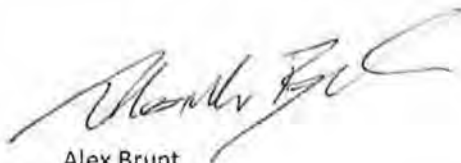
In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, Veterans' Affairs must also immediately notify the NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

Veterans' Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Veterans' Affairs.

10. Acceptance

In signing these Operating Procedures each party acknowledges it has read and agrees to be bound by them.



Alex Brunt

Acting Head of Veterans' Affairs

Veterans' Affairs

Dated: 20/1/2025





Russell Burnard

Registrar-General Births, Deaths and Marriages

Dated: 25/2/25.

Appendix A – Confirmation of Identity and Relationship

Acceptance	
Date of consultation with OPC	31 st October 2024
Date of commencement	28 th February 2025
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	28 February 2025
Accepted by the Registrar-General	
Date accepted by the Registrar-General	25 February 2025

Overview	
Brief description of the purpose of the sharing	<p>When applying to be a client of Veterans' Affairs or applying for specific services individuals have to be able to substantiate the following:</p> <ul style="list-style-type: none"> • their identity ▪ the veteran's identity • the relationship between themselves and the veteran (as appropriate). <p>A key part of substantiating the identity of individuals is utilising records of births and marriages held by the Registrar-General.</p> <p>The relationship between individuals is required to be confirmed as many of Veterans' Affairs services are only available to individuals based on their relationship to the veteran e.g. being the veteran, the spouse or child of the veteran. For many services there is not a requirement to prove an enduring relationship, e.g the veteran and spouse can be separated or the veteran played no part in their child's life.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from the Registrar-General may be used to:</p> <ol style="list-style-type: none"> a) Enable an individual's identity to be verified. b) Assess or reassess the eligibility and entitlement of a Veteran or Other Claimant for Services.
Supporting purpose	Not applicable.

Overview	
statement within the AISA for information provided by Veterans' Affairs	
Expected benefits as a result of the sharing	<p>It is expected that information sharing will increase the speed with which applications to be a client or access specific services from Veterans' Affairs can be processed. This is as a result of individuals not having to provide paper evidence of the respective identities. Furthermore, there is an associated cost saving for the individual as they will no longer be required to purchase any missing certificates from the Registrar-General.</p> <p>In addition, It is expected that the level of potential fraud may reduce as the evidence is being sought directly from the Registrar-General rather than a reliance on Veterans' Affairs staff being able to identify fraudulent paper documents.</p>
Expected adverse action	If the identity or relationships of the individual and/or the veteran cannot be substantiated, then Veterans' Affairs may decline to provide the requested services.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Births, Deaths, Marriages, Civil Unions, Name Changes, Passports and Citizenship Privacy Notice - dia.govt.nz</p>
Fees payable	\$5.60 per confirmation

Operational Process	
Outline of the operational process	<p><u>Becoming a Client</u></p> <p>Upon application to be a client the individual indicates if they wish to confirm their identity using their birth certificate (this is not the only method to confirm identity). When indicated Veterans' Affairs will:</p> <ul style="list-style-type: none"> • Email (using SEEMail) the Issuance Team (s.9(2)(k)@dia.govt.nz) advising they require a birth record confirmation. Veterans' Affairs will provide the proposed client's current name, previous names, date of birth and place of birth. • The Issuance Team will search for the respective birth record within the Birth Register. • The Issuance Team will reply to the email advising if the record can be confirmed. Where a single matching record can be located the current and previous names will be provided. If multiple matching records can be located the existence of a multiple match will be confirmed. Veterans' Affairs will be requested to provide the parents' names to enable a single match to be confirmed. If a match cannot be identified no information other than not confirmed will be supplied. <p><u>Confirming a Marriage / Civil Union</u></p>

Operational Process	
	<p>Upon application for services that require a marital relationship with the veteran Veterans' Affairs will, with the consent of the individual:</p> <ul style="list-style-type: none"> • Email (using SEEMail) the Issuance Team s.9(2)(k)@dia.govt.nz advising they require a marriage / civil union record confirmation. Veterans' Affairs will provide the individual's current name, previous names, date of birth, place of birth, marriage / civil union date and marriage / civil union location. • The Issuance Team will search for the marriage / civil union record within the Marriage or Civil Union Register as appropriate. • The Issuance Team will reply to the email advising if a record(s) can be confirmed. Where records can be located the name and date of birth of the other party will be provided. If a match cannot be identified no information other than not confirmed will be supplied. <p><u>Confirming a Parent</u></p> <p>Upon application for services that require a parental relationship with the veteran Veterans' Affairs will with the consent of the individual:</p> <ul style="list-style-type: none"> • Email (using SEEMail) the Issuance Team s.9(2)(k)@dia.govt.nz advising they require a birth record confirmation. Veterans' Affairs will provide the individual's current name, previous names, date of birth and place of birth. • The Issuance Team will search for the birth record within the Birth Register as appropriate. • The Issuance Team will reply to the email advising if a record(s) can be confirmed. Where a matching record can be located the name and date of birth of the parents will be provided. If a match cannot be identified no information other than not confirmed will be supplied. <p><u>Multiple Matches</u></p> <p>Where multiple matches matching birth records are located to confirm a client then the client will be asked to complete a secondary identification check using another identity document, e.g. their passport.</p> <p>Where multiple birth certificates relating to a child, marriage or civil union are identified the details of all the matches will be provided.</p> <p><u>Unsuccessful Matches</u></p> <p>Where a record is unable to be confirmed:</p> <ul style="list-style-type: none"> • A call to the applicant will be made advising them a record cannot be located matching the details provided. • A letter is also sent to the address on file for the individual

Operational Process	
	<p>advising that a match has been unable to be made for the respective record and they have ten working days to make contact to resolve the situation. They are advised if no contact is made in ten working days then they will be declined services.</p> <ul style="list-style-type: none"> ▪ If the individual contacts Veterans' Affairs and provides additional information to aid in the identification of the correct record this is then supplied to the Registrar-General to assist in locating the appropriate record. ▪ If no communication is received in ten working days, then the services will be declined.
Outline as to how adverse actions are communicated	<p>In the event of an adverse action occurring then Veterans' Affairs will attempt to contact the individual by phone initially to confirm the situation.</p> <p>A letter will also be sent advising the individual they have ten working days to dispute the correctness of the information received. No action will be taken until the ten working days has lapsed.</p>
Outline as to how corrections to information are communicated	<p>If the individual believes the record can not be found due to an error in locating it they can provide further information to Veterans' Affairs who can supply this to the Registrar-General to aid with locating the correct record.</p> <p>If the individual believes the records held by the Registrar-General are incorrect then they will be directed to the Department of Internal Affairs for assistance.</p>
Outline as to how constraints / caveats will be communicated	<p>No constraints or caveats exist for the records being transferred.</p>

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail.				
Frequency and timeliness of information exchange	The information will be provided as requested by Veterans' Affairs on a per individual request basis.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details		
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Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None								
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Details of known issues regarding timeliness, integrity and completeness of information provided by the Registrar-General	None								
Information to be retained by Veterans' Affairs									

Information Exchanges									
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Civil Union Information	<ul style="list-style-type: none"> confirmation of a matched / not matched record partner's name partner's date of birth 								
Retention period of information by Veterans' Affairs	<p>The emails sent and received from the Registrar-General will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The information provided will also be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.</p>								
Information to be retained by the Registrar-General	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth place of birth parents' name (as appropriate) marriage / civil union date (as appropriate) marriage / civil union location (as appropriate) </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth place of birth parents' name (as appropriate) marriage / civil union date (as appropriate) marriage / civil union location (as appropriate) 				
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Retention period of information by the Registrar-General	<p>The emails sent and received from Veterans' Affairs will be retained in accordance with retention schedule. The search of the respective registers will be recorded in the log / access register and retained indefinitely.</p>								

System	
Providing system	New Zealand Defence Force SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	New Zealand Defence Force SEEMAIL – 11/02/2022
Receiving system	Department of Internal Affairs SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	Department of Internal Affairs SEEMAIL – Not completed
Intermediary system	Life Data
Date Certification and Accreditation (C&A) issued to intermediary system	Life Data – 03/03/2023

Logging	
Details of items logged by Veterans' Affairs	A record of each request made to the Registrar-General in the previous year will be recorded in a spreadsheet.
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by the Registrar-General	A record of each request made by Veterans' Affairs in the previous year will be recorded in the access register. Life Data also logs all searches made by staff.
Details of automated alerting by the Registrar-General	Not applicable.
Team responsible for management of alerts at the Registrar-General	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do spot audits on an annual basis to ensure only records required were confirmed with the Registrar-General.
Details of regular first line audit activities by the Registrar-General	No first line audit activities will occur.

Audit	
including scope and frequency	
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by the Registrar-General including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the Registrar-General for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Number of requests made to the Registrar-General • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared • Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including: <ul style="list-style-type: none"> ○ % of total requests audited ○ % of audited requests where an issue was raised • Details of any difficulties experienced and how they are being, or have been, overcome.