



Veterans' Affairs AISA

Operating Procedures
New Zealand Defence Force

13 March 2025

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	Template development
0.2	19/06/2024	s. 9(2)(a)	First draft
1.0	18/12/2024	s. 9(2)(a)	Updates based on feedback
2.0	16/02/ 2025	s. 9(2)(a)	Updates based on OPC feedback
3,0	07/03/2025	s. 9(2)(a)	Updated privacy statement link
4.0	13/03/2025	s. 9(2)(a)	Change in process appendix B



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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 New Zealand Defence Force (NZDF) 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\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@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 the 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.

NZDF 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 the 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.

NZDF 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 NZDF representatives this 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 the event of NZDF 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 the 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 NZDF 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 NZDF 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.

8. Accuracy

In the event of NZDF 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 NZDF under the AISA they should contact the DHR HRMIS Team (s. 9(2)(k) [redacted]@nzdf.mil.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 – NZDF identified

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

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

NZDF must not notify any other party, 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) @nzdf.mil.nz), the HQNZDF Unit Security Officer (s. 9(2)(k) @nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) @nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with NZDF, 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 – NZDF identified

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

Upon confirmation of a privacy breach, NZDF 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).

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

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.



Alexander Brunt

Head of Veterans' Affairs (Acting)

Veterans' Affairs

Dated: 10/12/2025



Jacinda Funnell


Chief People Officer

New Zealand Defence Force

Dated: 12/12/25



Appendix A – Notification of Services

Acceptance	
Date of consultation with OPC	07/02/2025
Date of commencement	08/04/2025
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	10/2/2025
Accepted by NZDF	
Date accepted by NZDF	

Overview	
Brief description of the purpose of the sharing	<p>When a serving person is released from service by NZDF they individually, and other claimants, can potentially be entitled to services from Veterans' Affairs. The entitlement depends on the individuals service history.</p> <p>The sharing of information allows Veterans' Affairs to notify the serving person of potential services they may access if they wish to apply to be a client.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from NZDF may be used to:</p> <ol style="list-style-type: none"> Notify an individual of Services that they may be eligible for and entitled to access.
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable
Expected benefits as a result of the sharing	<p>It is expected that as a result of the sharing:</p> <ul style="list-style-type: none"> Veterans will be more aware of the services available to them from Veterans' Affairs and therefore more likely to access these.
Expected adverse action	There is no adverse action expected.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Personal Information Statement</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	A monthly spreadsheet will be provided by NZDF to Veterans' Affairs detailing service persons leaving the service in the previous period. The spreadsheet will automatically be generated from SAP and shared using SEEMAIL. On receipt of the spreadsheet Veterans' Affairs will send a communication to the individual detailing the services they offer and how to sign up to become a client.
Outline as to how adverse actions are communicated	Not applicable.
Outline as to how corrections to information are communicated	No corrections will be communicated.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using New Zealand Defence force Outlook.				
Frequency and timeliness of information exchange	A monthly file of all service persons leaving will be sent to Veterans' Affairs.				
Information to be provided by Veterans' Affairs	None				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None				
Information to be provided by NZDF	<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		
Information Set (as per AISA)	Field Details				

Information Exchanges						
	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 				
	Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • enlistment date • releasing date from Service • transfer date from RF service to reserve • rank • branch • service 				
Details of known issues regarding timeliness, integrity and completeness of information provided by NZDF	None					
Information to be retained by Veterans' Affairs	<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 • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number </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 • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 	
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Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service 		
Retention period of information by Veterans' Affairs	<p>The monthly file 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 emails sent and received with NZDF will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p>		
Information to be retained by NZDF	None.		
Retention period of information by NZDF	Not applicable.		

System	
Providing system	SAP
Date Certification and Accreditation (C&A) issued to providing system	Not applicable
Receiving system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to receiving system	Not applicable
Intermediary system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to intermediary system	Not applicable


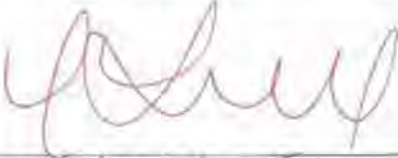
Logging	
Details of items logged by Veterans' Affairs	Not applicable.

Logging	
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 NZDF	None.
Details of automated alerting by NZDF	None
Team responsible for management of alerts at NZDF	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	No first line audit activities will occur.
Details of regular first line audit activities by NZDF including scope and frequency	None.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by NZDF including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the NZDF 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"> • Details of any difficulties experienced and how they are being, or have been, overcome.

Appendix B – Confirmation of Operational Service

Acceptance	
Date of consultation with OPC	07/02/2025
Date of commencement	08/04/2025
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	10/12/2025
Accepted by NZDF	
Date accepted by NZDF	12/12/25



Overview	
Brief description of the purpose of the sharing	<p>When a serving person is released from service by NZDF they individually, and other claimants, can potentially be entitled to services from Veterans' Affairs. The entitlement depends on the individuals service history.</p> <p>The sharing of information allows Veterans' Affairs to determine if the serving person's service qualifies for Veterans' Affairs services when they or other claimants apply to be a client of Veterans' Affairs based on the serving person's service.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from NZDF may be used to:</p> <ul style="list-style-type: none"> b) Assess or reassess the eligibility and entitlement of a Veteran or Other Claimant for Services.
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable
Expected benefits as a result of the sharing	<p>It is expected that as a result of the sharing:</p> <ul style="list-style-type: none"> • Individuals applying to be clients will be able to be assessed quicker as the service for the associated servicing person has already been reviewed to determine if it qualifies.
Expected adverse action	There is no immediate adverse action at the time of the exchange.

Overview	
	However, upon application for services the individual may be declined for all or some services based on the service history of the associated serving person.
Link to relevant privacy statement(s)	How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz) Personal Information Statement
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>A monthly spreadsheet will be provided by NZDF to Veterans' Affairs detailing service persons leaving the service in the previous period. The spreadsheet will automatically be generated from SAP and shared using Outlook. The spreadsheet will only include those with qualifying service.</p> <p>On receipt of the spreadsheet Veterans' Affairs will confirm if a record already exists in the Veterans' Affairs client records. If a record does not exist they will create a new client record detailing their service record.</p>
Outline as to how adverse actions are communicated	<p>Where the records show the veteran has not met the requirements of qualifying service:</p> <ul style="list-style-type: none"> • A letter and / or email is sent to the client at the address on file for the individual advising that they do not meet the requirement of qualifying service and they have ten working days to make contact if this is not correct. They are advised if no contact is made in ten working days then they will be declined services. • If the individual contacts Veterans' Affairs to provide evidence of qualifying service this will be considered, and their application progressed. • If no communication is received in ten working days, then the application for services will be declined.
Outline as to how corrections to information are communicated	No corrections will be communicated.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges	
Outline of the information exchange process, both primary and secondary	All communications will occur using Outlook.

Information Exchanges							
Frequency and timeliness of information exchange	A monthly file of all service persons leaving will be sent to Veterans' Affairs.						
Information to be provided by Veterans' Affairs	None						
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None						
Information to be provided by NZDF	<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 • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number </td> </tr> <tr> <td>Service Records</td> <td> <ul style="list-style-type: none"> • service Number (Employee ID) • title • deployment name • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 	Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • title • deployment name • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition
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Information Exchanges							
Details of known issues regarding timeliness, integrity and completeness of information provided by NZDF	None						
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Identifying Information	<ul style="list-style-type: none"> • current name • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 						
Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • deployment • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition 						
Retention period of information by Veterans' Affairs	<p>The monthly file will be retained in accordance with retention schedule class 3.2.2 for a period of 10 years.</p> <p>The emails sent and received with NZDF will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p>						

Information Exchanges	
	The information provided will 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.
Information to be retained by NZDF	None.
Retention period of information by NZDF	Not applicable.

System	
Providing system	SAP
Date Certification and Accreditation (C&A) issued to providing system	Not applicable
Receiving system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to receiving system	Not applicable
Intermediary system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to intermediary system	Not applicable

Logging	
Details of items logged by Veterans' Affairs	Not applicable.
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 NZDF	None
Details of automated alerting by NZDF	None

Logging	
Team responsible for management of alerts at NZDF	Not applicable

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do annual audits to ensure that the adverse actions have been communicated appropriately and no action taken until 10 working days have lapsed.
Details of regular first line audit activities by NZDF including scope and frequency	None.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by NZDF including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the NZDF 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 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.