



Veterans' Affairs AISA

Operating Procedures
Department of Corrections

4 February 2026

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	Template development
0.2	15/02/2024	s. 9(2)(a)	First draft
0.3	11/03/2024	s. 9(2)(a)	Updated based on internal review
0.4	12/06/2024	s. 9(2)(a)	Changes after update from Corrections
0.5		s. 9(2)(a)	Changes after update from Corrections
0.6		s. 9(2)(a)	Changes after update from Corrections
0.7	10/12/2024	s. 9(2)(a)	Changes after update from Veterans' Affairs
0.8	11/12/2024	s. 9(2)(a)	Changes after update from Veterans' Affairs
0.9		s. 9(2)(a)	Changes after update from Veterans' Affairs
0.10	22/03/2025	s. 9(2)(a)	Update of appendix C
0.11	18/07/2025	s. 9(2)(a)	Updates as provided by Corrections
0.12	28/07/2025	s. 9(2)(a)	Updates on retention periods
0.13	14/08/2025	s. 9(2)(a)	Update after review by OPC
0.14	01/09/2025	s. 9(2)(a)	Add option for SharePoint upload
0.15	29/09/2025	s. 9(2)(a)	Addition of alerting and auditing
0.16	30/09/2025	s. 9(2)(a)	Update of OPC reporting requirements
0.17	22/10/2025	s. 9(2)(a)	Inclusion of SharePoint C&A date
0.18	04/12/2025	s. 9(2)(a)	Inclusion of Appendix A to enable testing. Other Appendices have been moved back a letter.
0.19	12/01/2026	s. 9(2)(a)	Update of Appendix A and changes to correct VA roles due to VA org. restructuring dec 25.
1.0	15/01/2026	s. 9(2)(a)	Removal of Appendix B onwards.
1.1	4/02/2026	s. 9(2)(a)	Update of start date as 02/2026/2026.
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 Department of Corrections (Corrections) 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 of the new version.
- Notify the Minister for Veterans of the new version.

Corrections 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.

Corrections 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 Corrections 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.

A handwritten signature in black ink, appearing to be 'D. H. [unclear]', located in the bottom right corner of the page.

5. Suspending or terminating the AISA

In the event of Corrections 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 Corrections 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 Corrections 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 Corrections 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 Corrections under the AISA they should contact the (Corrections Operations Support Help Desk (s. 9(2)(k) [REDACTED]@corrections.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 – Corrections identified

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

Upon confirmation of a security breach, Corrections 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.

Corrections 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) [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 Corrections, 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 – Corrections identified

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



Upon confirmation of a privacy breach, Corrections 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).

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

9.5. Privacy breach – Veterans' Affairs identified

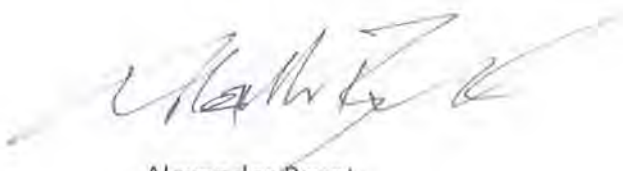
In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

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 New Zealand

Veterans' Affairs New Zealand

Dated: 5/2/2026



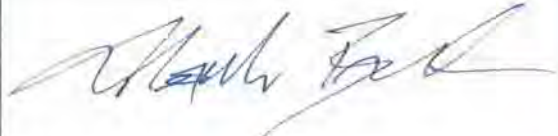

Jeremy Lightfoot

Chief Executive

Department of Corrections

Dated: 5/2/2026

Appendix A – Entitlement Cessation on Entry into Prison Testing

Acceptance	
Date of consultation with OPC	14 th January 2026
Date of commencement	2 nd March 2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	5/2/2026
Accepted by Corrections	
Date accepted by Corrections	5/2/2026

Overview	
Brief description of the purpose of the sharing	<p>Corrections are currently building a matching algorithm to identify when a client (veteran, spouse/partner, child or a dependant of a veteran) of Veterans' Affairs enters into prison. This algorithm is being developed for Appendix B of these Operational Procedures which enables a number of services to cease or not be able to be paid to the individual in prison, as required by legislation.</p> <p>To date testing has been completed with artificial data. However, testing to date has shown further testing with real data is required to ensure the best accuracy of the algorithm. This sharing allows for an initial share of the production data to enable this more rigorous testing to be completed.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from Corrections may be used to:</p> <ol style="list-style-type: none"> Assess or reassess the eligibility and entitlement of a veteran or other claimant for services. <p>However, in this schedule it is being used for testing to enable this purpose under Appendix B.</p>
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	<p>The personal information received by Corrections from Veterans' Affairs may be used to:</p>

Overview	
	<p>a) Support the rehabilitation and treatment of a veteran while in custody, on a post-release order or on a community-based sentence.</p> <p>However, in this schedule it is being used for testing to enable this purpose under Appendix B.</p>
Expected benefits as a result of the sharing	It is expected that the matching algorithm can be fully tested and enhanced to support the sharing under Appendix B.
Expected adverse action	None.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Our privacy and transparency commitment Department of Corrections</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p><u>Identifying Clients in Prison</u></p> <p>Veterans' Affairs will create one off file containing details of all their clients' receiving services or who have a current pending claim. This file will be provided to Corrections either via</p> <ul style="list-style-type: none"> • SEEMail, or its replacement; or • Upload to Corrections SharePoint. <p>An initial check of all existing prisoners will be completed on receipt of the first file. This check will not require the consent of the individual.</p> <p>In the event a match of the individual's name and date of birth, is made the Corrections Operations Support Help Desk s. 9(2)(k) @corrections.govt.nz will check the accuracy of the match. This information will then be used to determine changes to the algorithm.</p>
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	<p>The one off file containing details of all clients will be provided to Corrections either via</p> <ul style="list-style-type: none"> • SEEMail, or its replacement; or

Information Exchanges					
	<ul style="list-style-type: none"> • Upload to Corrections SharePoint. 				
Frequency and timeliness of information exchange	A one-off file will be exchanged to allow testing.				
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>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth </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
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth 				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None				
Information to be provided by Corrections	None				
Details of known issues regarding timeliness, integrity and completeness of information provided by Corrections	None				
Information to be retained by Veterans' Affairs	None				
Retention period of information by Veterans' Affairs	None				
Information to be retained by Corrections	<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 </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
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth 				
Retention period of information by Corrections	The Veterans' Affairs client file will be retained until testing is completed. The destruction of the file is in accordance with GDA7, due to the file being a Facilitative, Transitory, Short-Term record.				

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System	
Providing system	Veteran Support System
Date Certification and Accreditation (C&A) issued to providing system	Veteran Support System – Circa 2016
Receiving system	Corrections Sharepoint Corrections Enterprise Data Warehouse.
Date Certification and Accreditation (C&A) issued to receiving system	Sharepoint– unknown
Intermediary system	Corrections SEEMAIL New Zealand Defence Force SEEMAIL Corrections SharePoint
Date Certification and Accreditation (C&A) issued to intermediary system	Corrections SEEMAIL – unknown New Zealand Defence Force SEEMAIL – 11/02/2022 Corrections SharePoint – March 2026

Logging	
Details of items logged by Veterans' Affairs	A record of the number of client details provided to Corrections will be recorded.
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 Corrections	Details of who accessed the file containing Veterans' Affairs client details and the time of access.
Details of automated alerting by Corrections	Alerting of: <ul style="list-style-type: none"> • Permission changes on the file • File sharing • Unusual external user file activity in the site.
Team responsible for management of alerts at Corrections	Data & Information.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	None

Audit	
Details of regular first line audit activities by Corrections 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 Corrections including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the Corrections 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.