

3 July 2026

Andrew Ecclestone

Sent by email only to: fyi-request-34876-b2f00942@requests.fyi.org.nz

Tēnā koe

Official Information Act Request (Our Ref: OIA/0556)

We refer to your Official Information Act request received on 8 June 2026. Your request was for the following information:

The three most recently completed formal investigations, reviews, audits, supervisory actions, enforcement actions or compliance proceedings involving the social media platforms Facebook, Instagram, WhatsApp, YouTube, TikTok, WeChat, and/or Telegram which your Office undertook and for which records are available.

You have requested:

Final reports, enforcement notices, decisions or recommendations on these matters, if available, or other significant documents relating to the investigations, excluding routine administrative communications such as internal emails or scheduling correspondence.

We cannot provide the information you have requested due to our secrecy obligations under the Privacy Act 2020, which applies to any engagement with complainants and agencies, including the social media platforms you have named.

Your request is declined under section 18(c)(i) of the Official Information Act on the basis that releasing the information requested would be contrary to another Act. This is because section 206 of the Privacy Act requires the Privacy Commissioner to maintain secrecy in relation to all matters relating to the exercise of functions under the Privacy Act.

You may be interested in other related work of the Office which has been publicly reported:

- our 2025 [decision note](#) relating to the CCTV footage from supermarkets being shared and 2016 [case note](#) about a similar issue in a retail
- guidance on the use of images in this way: [Shaming and blaming](#)
- our 2024 [case note](#) about the re-use of an image found on social media being used for an advertising campaign
- our 2025 [submission to the Education and Workforce Committee](#) inquiry into online harm
- our 2024 [report](#) on safeguarding children and young people's privacy
- Rachel Levinson-Waldman's 2024 [report](#) on social media monitoring completed while serving with OPC as a 2024 Ian Axford Fellow in Public Policy
- the joint statements on data scraping [issued by the Commissioner](#) and 16 other international data protection and privacy authorities: [initial joint statement on data](#)

[scraping and the protection of privacy](#) and [concluding joint statement on data scraping and the protection of privacy](#)

- guidance about [what to do if you have been locked out of a social media account](#), if [someone has used your information to make a fake profile](#), the [collection of information from social media profiles](#), and [publishing comments about an employer on social media](#).

Please note that if you are not satisfied with this response to your request, under section 28 of the Official Information Act 1982 you have the right to ask the Ombudsman to investigate and review our decision on your request.

Nāku iti noa, nā



Liz MacPherson
Deputy Privacy Commissioner