

26 January 2016

Lee M

fyi-request-3502-594d0d70@requests.fyi.org.nz

Dear Lee M

Official Information Act Requests

Thank you for your request of 19 December 2015 (at 9.39pm) asking under the Official Information Act 1982 (the Act) for a copy of ACC's policies, procedures, guidelines or rules, and all related linked documents, that relate to the subject of IT sweeps.

There are two documents that are relevant to your request, sourced from ACC's intranet. Please the following documents enclosed:

- Email Sweeps – information from ACC's privacy page
- Requests for client emails – policy for managing client information requests.

As this information is sourced from ACC's intranet, we have removed contact information relating to a staff member on both documents. This was done under section 9(2)(a) of the Act to protect that staff member's privacy, and because there were no overriding public interest factors that outweighed the need to provide this protection.

ACC is happy to answer your questions

If you have any questions about the information provided, ACC will be happy to work with you to answer these. You can contact us at GovernmentServices@acc.co.nz or in writing to Government Services, PO Box 242, Wellington 6140.

You have the right to complain to the Office of the Ombudsman about our decision to withhold some of the information. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to The Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely

Government Services

Government Services

Enc. *Email sweeps, Requests for client emails*

Email sweeps

What they are and what you need to do if your client requests one.

Contact _	Last review 10 Apr 2015	Next review 10 Apr 2016
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What are email sweeps?

- Email sweeps search for client information held by ACC on our systems.
- Clients are entitled to this information under the Privacy Act 1993.
- This means that we need to advise the client within 20 working days of their request, whether we will be able to release this information. We also need to tell them if we're withholding information, and why.

What you need to do

- Email sweeps can be requested by following the Responding to a request for official or personal information process.
- Note that in December 2010, ACC introduced processes that ensure all information relating to clients is stored in Eos. There is no need to conduct an email sweep for information later than 1 January 2011 as this will be released as part of the full copy file.
- If you have any questions about this process, please Contact us.



Requests for client emails

Contact

Last review 02 Oct 2015

Next review 01 Oct 2016

Introduction

As all client emails should already be on the client's claim file, when a client asks for a copy of all the emails we hold about them we'll provide them with a full client copy file. In rare cases we may need to check other systems to verify that all emails about the client have been uploaded correctly to their file. This check is called an email sweep or an IT sweep.

Rules

A request for client emails is a request for personal information under the Privacy Act 1993 and the same rules and timeframes apply when you respond to these requests.

A request for client emails must be initiated by the client, their representative or advocate. It does **not** need to be in writing. You must consider each request on a case-by-case basis.

The Hamilton Service Centre Client Information team (HSC CIT) is responsible for running email sweeps for client emails, including requests from their provider if appropriate. Only the Centre Administration team leader and team manager are authorised to run a client email sweep.

The HSC CIT will **not** run sweeps for emails that aren't claim related, eg emails relating to ACC staff, client complaints, investigations, levies.

Criteria for email sweeps

Since January 2011 it has been policy to upload all client emails to Eos. For this reason, we only run email sweeps for emails sent or received between 1 January 2007 and 31 December 2010.

The client must have a specific reason for requesting the emails, eg they must specify that we haven't provided all the emails they think we should hold about them or ask us for specific emails that we haven't provided.

The request must also meet other CIT criteria.

What we'll provide

In response to a request for a copy of a client's emails we will:

- provide a copy of either:
 - a full client copy file, which includes the relevant emails
 - a full client copy file and the email sweep results
 - email sweep results only, if a full client copy file has recently been provided.
- only provide email sweep results that meet the agreed search parameters
- provide the information either on a password protected computer disk or as a printed file. For delivery options, see Privacy check before disclosing information
- only consider restoring archived emails from backup tapes if specifically requested.

Attachments

We won't release attachments found in email sweep search results as all claim related information and documents should be on the claim or party record.

However, if an attachment is obviously missing from the record the HSC CIT team leader must follow up with the case owner or relevant business unit.

Privacy checks

You must print and privacy check the relevant emails before providing a copy to the client. See Privacy check before disclosing information. The CIT is responsible for:

- ensuring that all the emails we provide relate to the correct client and claim
- identifying and removing emails that aren't relevant to the request
- removing details about other clients or information that is subject to legal privilege or can't be disclosed for other reasons. See Information requests and legal professional privilege and Requests for personal information.

Always use an  ACC6173 Information disclosure checklist (166K) when doing the privacy check.

If needed, a team leader or manager may request a second privacy check.

If you identify any potential issues in the emails, we must still provide the information to the requestor but we may need an extension of time.

Email sweep results

You must load email sweep results onto the client file as a single pdf document. Do **not** upload emails individually.