

8 June 2016

David Lawson  
[Fyi-request-3825-dd48b8da@requests.fyi.org.nz](mailto:Fyi-request-3825-dd48b8da@requests.fyi.org.nz)

Dear Mr Lawson

Thank you for your email of 27 May 2016 requesting again that ACC provide you with an unblemished hard copy of the document *Combined policies optimised.pdf* as provided in a response to Lee M on 19 January 2016.

Despite best efforts the quality of the printed documents is still not perfect. They are however as good as we can make them owing to the issues previously identified. On that basis we will not be engaging in any further correspondence on this issue.

The documents listed below will be delivered to your home address as requested.:

- a. Access policy
- b. Requests for personal information
- c. Differences between personal and health information
- d. Requests for full client copy files
- e. Requests for call recordings
- f. Requests for client emails
- g. When to withhold personal information
- h. Examples of declining personal information requests
- i. Preparing client information in a CIT
- j. Official information requests policy
- k. Official information requests
- l. When to withhold information
- m. Timeframes for responding to official information requests
- n. Examples of declining official information requests
- o. Manage requests for personal information from insurers
- p. Responding to a request for official or personal information.

Please note that the staff 'contact' name on each of these policies has been redacted pursuant to section 9(2)(a) of the Act to protect the privacy of these staff.

**Questions or concerns**

If you have any further questions, contact us by email at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

You have the right to make a complaint to the Office of the Ombudsman regarding our decision. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely

**Government Services**