



7 July 2016

Ref: 16/4806

Alex Harris

C/- [fyi-request-4068-b0693bf2@requests.fyi.org.nz](mailto:fyi-request-4068-b0693bf2@requests.fyi.org.nz)

Dear Alex

### REQUEST FOR INFORMATION

I refer to your online request of 27 May 2016 in which you requested:

- *“Does your agency use social media monitoring tools or services such as Signal, ZeroFOX or Geofeedia? If so, I'd like to know which tools are used, where they are installed / used from, (broadly) what they are used for, and how much they cost (both to install / purchase, and per year for licencing / subscription / support).”*

The Cybercrime Unit (CU) does not use any social media monitoring tools as a matter of course. However, where needed the C.U. does adopt the use of tools including Google, Signal and other search engines to research information relating to social media.

The Public Affairs unit use software named, 'Sprout Social' for sentiment analysis.

The National Command & Coordination Centre (NCCC) use Signal to identify trend information relating to public safety and criminal events.

Districts and PNHQ staff use Facebook as an outreach and communication tool. Each of those sites are publically available.

Information relating to costs, where they are relevant are private information between the suppliers of the service and the New Zealand Police.

If you are not satisfied with the response to your request, you have the right to refer the matter to the Office of the Ombudsmen.

Yours sincerely,

T R Anderson, LLB (Hons)  
Detective Superintendent  
Acting National Manager  
National Criminal Investigations Group