

13 September 2016

D J Weal
Fyi-request-4440-0c5be7db@requests.fyi.org.nz

Official Information Act Request

Thank you for your request of 14 August 2016, asking for the following information under the Official Information Act 1982:

- 1. Can you please advise as to what files the contact details, including phone numbers and physical mailing addresses, of clients, are recorded?*
- 2. Can you please mail to me at my mailing address P O box 123 Cromwell 9342; a full and complete copy of my contact details, as recorded by ACC, for the period 2003 to the present day.*

We apologise for the delay in providing our response.

1. In the context of ACC, the term client relates to individuals that have lodged an injury claim. Addresses and contact details for clients is recorded in the claim management system i.e. EOS.
Other customers of ACC e.g. business customers or levy payers would have their records held in the appropriate file management systems.
2. ACC is happy to provide this information for you in a timely manner, however, we require additional identifiers e.g. full name, date of birth and ACC number (if known). This is to ensure we search our records correctly.
In order to protect your privacy, we recommend you email this request to claims@acc.co.nz or privacy.officer@acc.co.nz and the request will be actioned quickly.

ACC is happy to answer your questions

If you have any questions about the information provided, I will be happy to work with you to resolve these. I can be contacted via email at GovernmentServices@acc.co.nz.

You also have the right to make a complaint to the Office of the Ombudsman. 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