

2 November 2018

Rajendrakumar Govind  
[fyi-request-8881-7fb8f2bc@requests.fyi.org.nz](mailto:fyi-request-8881-7fb8f2bc@requests.fyi.org.nz)

REF: OIA-4284

Dear Rajendrakumar

**Request made under the Official Information Act 1982**

Thank you for your email of 16 October 2018 requesting CCTV footage of a driving incident involving your vehicle, a 2007 Toyota Corolla, heading south on Hillsborough road over the motorway bridge, for insurance purposes.

I understand you were contacted by Tara Kiriona, Senior Customer Access Representative, on 25 October 2018 and confirmed the incident described occurred on 2 October 2018, between the hours of 7.30am and 8.00am.

The CCTV system is designed to overwrite existing footage every three to seven days, depending on location. As the NZ Transport Agency received your request more than seven days after the date of the incident, unfortunately the relevant footage has not been retained. Your request has therefore been refused under section 18(e) of the Act as the information does not exist.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this request. The contact details for the Ombudsman can be located at:  
[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

If you would like to discuss this reply with the Transport Agency, please contact Ms Kiriona by email to [tara.kiriona@nzta.govt.nz](mailto:tara.kiriona@nzta.govt.nz) or by phone on 0800 822 422.

Yours sincerely



**Neil Walker**  
Senior Manager Journey management Centre