

16 July 2025

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Tēnā koe Alex

Reporting requirements notice: Approved information sharing agreement facilitating services for veterans and other claimants.

I am writing to formalise updates to the reporting requirements for the approved information sharing agreement (AISA) facilitating services for veterans and other claimants, which enables twelve public sector agencies to collect, use, and share certain personal information about veterans and other claimants to facilitate public services.

The updates to the reporting requirements are outlined in new Schedule D. The Schedule is to facilitate a new set of operating procedures under the AISA, which enable sharing between Health NZ and Veterans' Affairs.

Part 7 of the Privacy Act 2020 and the Privacy Regulations 2020 set out the details that I can require Veterans' Affairs to report on. I have considered the cost of reporting, the degree of public interest in the sharing arrangement and the impact on individuals' privacy.

These requirements will be modified as further related processes covered by the AISA are implemented by Veterans' Affairs.

As an important transparency measure, this letter and the notice will be published on our website.

Yours sincerely



Michael Webster
Privacy Commissioner

Reporting requirements notice: approved information sharing agreement (AISA)

To: Veterans' Affairs (lead agency)

Under sections 154(1)(b), 155, 156 of the Privacy Act 2020 and clause 13 of the Privacy Regulations 2020, the Privacy Commissioner has specified the following reporting in respect of the approved information sharing agreement listed in schedule 2 of the Privacy Act between Veterans' Affairs and the Registrar-General, Births, Deaths and Marriages, ACC, Corrections, DIA, Health NZ, Customs, NZDF, MHA, MoE, MoH, and MSD to facilitate the provision of services for veterans and other claimants.

Veterans' Affairs will collate the following information annually (for the period between 1 July and 30 June) and report the information in its annual report for that year.

Items to be reported on for the entire AISA***Assurance***

- Details of any amendments made to the agreement (including schedules) since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared).



Michael Webster
Privacy Commissioner

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Schedule A: Confirmation of Identity and Relationship (Appendix A)**Scale**

- Number of requests made to the Registrar-General.
- Number of adverse action communications disputed.
- Number of adverse action disputes upheld.
- Number of adverse actions taken.
- Total amount of compensation (\$) given to individuals.
- Total amount of repayments (\$) due to an error in information shared as part of the Agreement.
- Average cost of repayments due to an error in information shared as part of the Agreement.

Assurance

- Details of any difficulties experienced and how they are being, or have been, overcome.
- Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including:
 - Percentage of total requests audited
 - Percentage of audited requests where an issue was raised

Schedule B: Notification of Services (Appendix B)***Assurance***

- Details of any difficulties experienced and how they are being, or have been, overcome.

Schedule C: Confirmation of Operational Service (Appendix C)**Scale**

- Number of adverse action communications disputed.
- Number of adverse action disputes upheld.
- Number of adverse actions taken.
- Total amount of compensation (\$) given to individuals.
- Total amount of repayments (\$) due to an error in information shared as part of the Agreement.
- Average cost of repayments due to an error in information shared as part of the Agreement.

Assurance

- Details of any difficulties experienced and how they are being, or have been, overcome.
- Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including:
 - Percentage of total requests audited
 - Percentage of audited requests where an issue was raised

Schedule D: Notification of Covered Conditions (Appendix D)***Scale***

- Number of records received
- Number of entitlements applied
- Number of records not matched

Assurance

- Details of any difficulties experienced and how they are being, or have been, overcome.