

17 October 2025

Paul James
Chief Executive
Department of Internal Affairs
P O Box 805
WELLINGTON 6140

Emailed to: paul.james@dia.govt.nz

Cc: Katherine.hipgrave@dia.govt.nz

Tēnā koe Paul

Reporting requirements notice:

Approved information sharing agreement between Accident Compensation Corporation, the Department of Internal Affairs, Ministry of Business, Innovation and Employment, Ministry of Education, Ministry of Social Development, New Zealand Transport Agency, the Registrar of Motor Vehicles, the Registrar-General and the Road User Chargers Collector.

I am writing to formalise updates to the reporting requirements for the approved information sharing agreement (AISA) between Accident Compensation Corporation (ACC), the Department of Internal Affairs (DIA), Ministry of Business, Innovation and Employment (MBIE), Ministry of Education (MoE), Ministry of Social Development (MSD), New Zealand Transport Agency (NZTA), the Registrar of Motor Vehicles, the Registrar-General and the Road User Chargers Collector (the RUC) (the Customer Nominated Services AISA). The AISA relates to the supply of personal information to assist with the provision of public services that the individual has chosen to apply for where the service is:

- supported by the identity information held by DIA or the Registrar-General;
- provided by DIA; or
- provided by the Registrar-General.

The updates to the reporting requirements are outlined in new schedules E-H.

Part 7 of the Privacy Act 2020 and the Privacy Regulations 2020 set out the details that I can require DIA to report on. I have considered the cost of reporting, the degree of public interest

in the sharing arrangement and the impact on the individuals' privacy. The attached reporting metrics are designed to support an assessment of whether the AISA is achieving its objectives.

This reporting requirement notice will be modified as further Customer Nominated Services related processes are implemented by DIA. This letter and the notice will be published on our website as an important transparency measure.

The DIA contact person for this matter is Rob Howard, Lead Advisor Data Services, SDO Information Partnerships.

Yours sincerely

A handwritten signature in black ink, appearing to read "Michael Webster". The signature is fluid and cursive, with the first name "Michael" and the last name "Webster" clearly distinguishable.

Michael Webster
Privacy Commissioner

Reporting requirement notice: Approved information sharing agreement (AISA)

To: Department of Internal 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 for the supply of personal information to assist with the provision of public services that the individual has chosen to apply for where the service is:

- supported by the identity information held by DIA or the Registrar-General;
- provided by DIA; or
- provided by the Registrar-General.

The Department of Internal Affairs will collate the information below and in the attached schedules 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)

Items to be reported on for schedules E-H***Scale***

- Number of identities issued by application channel – passports, citizenship, birth, INZ
- Number of applications cancelled
- Number of error corrections
- Number of requests to amend information post-issuance – name or gender



Michael Webster
Privacy Commissioner

17 October 2025

Schedule A: Automatic Notification of New Zealand Citizens (Appendix C)***Scale***

- Number of records provided
- Number of corrections provided by DIA to MBIE
- Number of records updated by MBIE
- Number of visas cancelled

Assurance

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

Schedule B: Citizenship Online Presence Calculator (Appendix D)***Scale***

- Number of uses of the calculator
- Number of API calls made to INZ
- Number of complaints about improper use of the calculator by unauthorised individuals
- Number of each type of determination made (meets, not meets, no determination)

Benefits: Qualitative

- A qualitative description of the benefits of information sharing under the agreement

Assurance

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

Schedule C: Citizenship Online Staff Summary (Appendix E)***Scale***

- Number of individuals who apply for citizenship by grant
- Number of API calls made to INZ
- Number of individual client records returned by INZ
- Number of applicants who withdraw their application and seek a refund
- Number of applicants who proceed with their application to the Minister even though they don't meet the criteria
- Number of applicants found to meet identity criteria
- Number of applicants found not to meet the identity criteria
- Number of applicants found to meet the presence criteria
- Number of applicants found not to meet the presence criteria
- Number of applicants found not to meet the good character criteria

Benefits: Qualitative

- A qualitative description of the benefits of information sharing under the agreement

Assurance

- Where an audit or other assurance process has been undertaken, a summary of the results of that audit or assurance process
- Details of any difficulties experienced and how they are being, or have been, overcome

**Schedule D: Renewal and Previous Travel Document Numbers share
(Appendix F)*****Scale***

- Number of records provided by DIA to MBIE
- Number of client records updated by MBIE
- Number (if any) of multiple matches manually resolved

Assurance

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

**Schedule E: Driver licence verification for EIC applications and maintenance
(Appendix G)*****Scale***

- Number of searches undertaken
- Number of searches where details match (passes)
- Number of searches where no record found (fails)

Assurance

- Whether an audit or other assurance process has been undertaken and a summary of the outcome of any assurance or auditing process
- Details of any difficulties experienced and how they are being, or have been, overcome

Schedule F: INZ information for EIC applications (Appendix H)***Scale***

- Number of API calls/searches for the purpose of processing an EIC application (automated)
- Number of adverse action letters sent

Assurance

- Whether an audit or other assurance process has been undertaken and a summary of the outcome of any assurance or auditing process
- Details of any difficulties experienced and how they are being, or have been, overcome

**Schedule G: Cancellation of Electronic Identity Credentials upon death
(Appendix I)*****Scale***

- Number of EICs cancelled based on death information received
- Number of adverse action letters sent
- Number of adverse action letters challenged

Assurance

- Whether an audit or other assurance process has been undertaken and a summary of the outcome of any assurance or auditing process
- Details of any difficulties experienced and how they are being, or have been, overcome

Schedule H: Issuance and Amendment of Electronic Identity Credentials (Appendix J)

Scale

- Number of searches undertaken (birth, passport, citizenship)
- Number of adverse action letters sent

Assurance

- Whether an audit or other assurance process has been undertaken and a summary of the outcome of any assurance or auditing process
- Details of any difficulties experienced and how they are being, or have been, overcome