

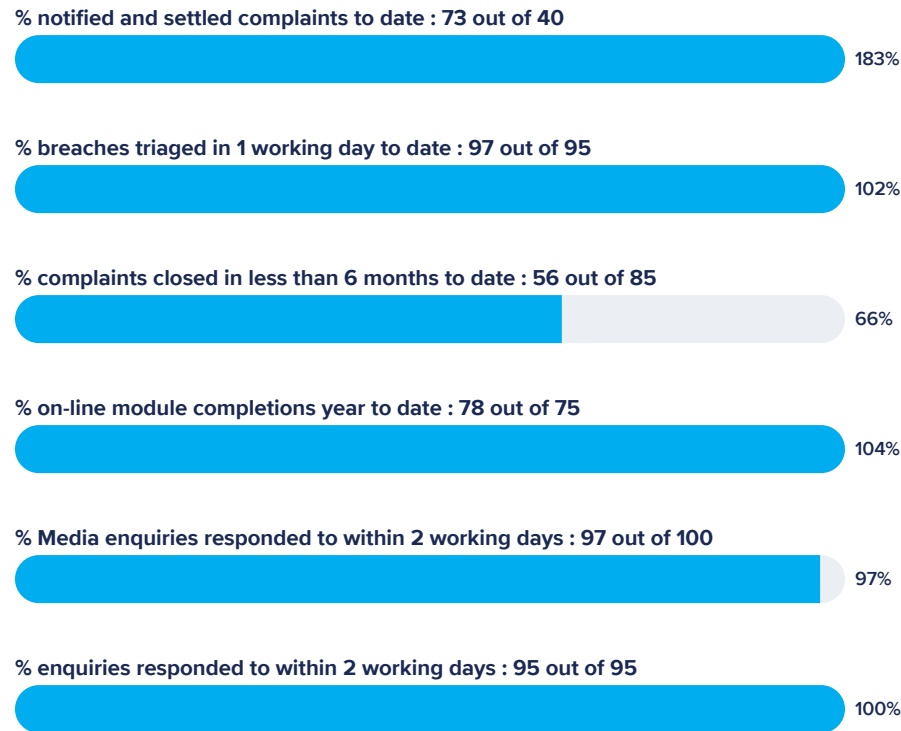


# Office of the Privacy Commissioner

## Q3 KPI TREND REPORT - March 2023

Prepared 20 April 2023

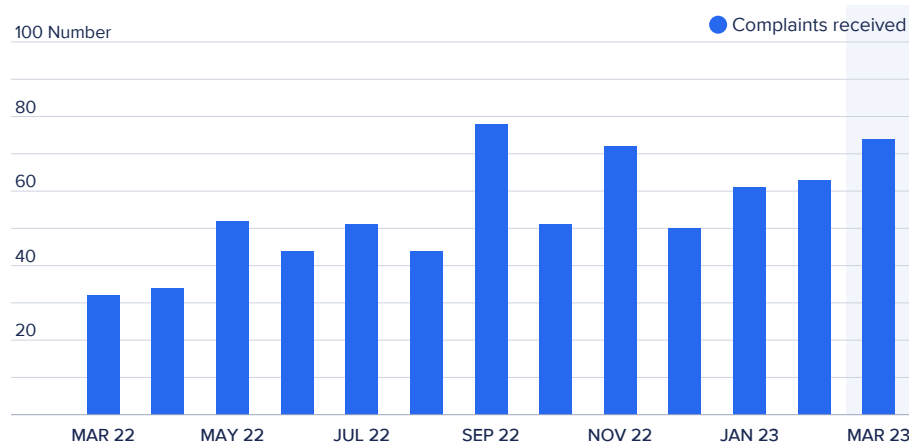
**SUMMARY OF PERFORMANCE FOR THE YEAR TO DATE FOR KEY TARGETS**



The % indicates how far ahead or behind the target we are and not the target for the year. Where the % is lower than 100%, the target has not been met for the year to date.

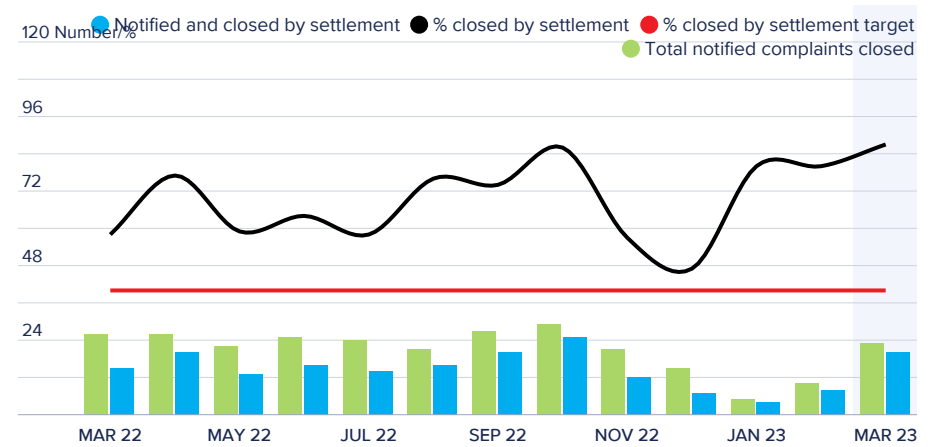
Actual vs Target		
	Actual	Target
% notified and settled compl	73	40
% breaches triaged in 1 worki	97	95
% complaints closed in less t	56	85
% on-line module completion	78	75
% Media enquiries responde	97	100
% enquiries responded to wit	95	95

**Complaints received**



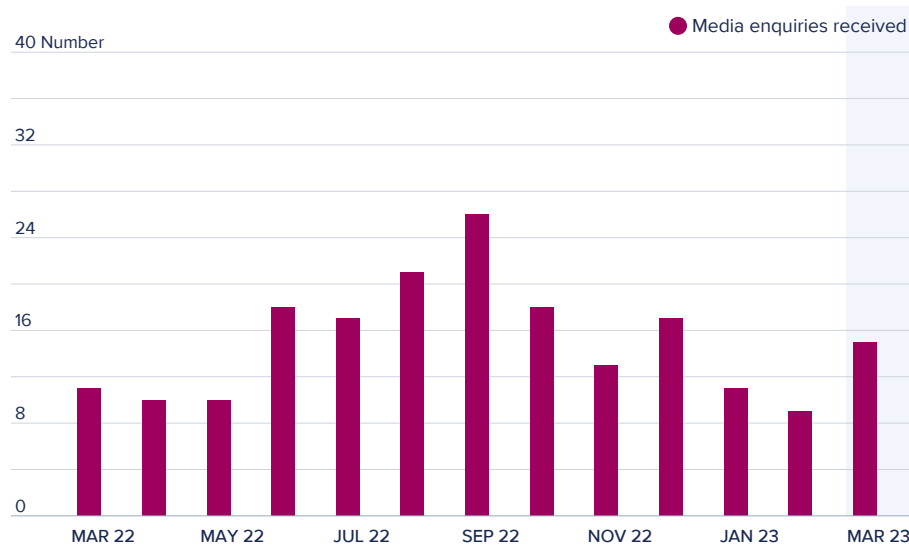
To show the trend in complaints received on a monthly basis across the year.

**Closure by settlement for notified complaints (year to date)**

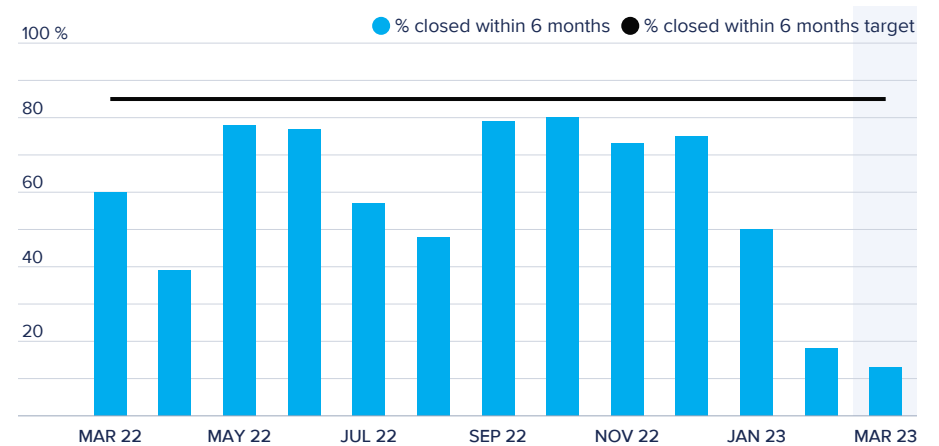


To show the number and % of notified complaints closed through settlement between the parties.

**Media Enquiries received**

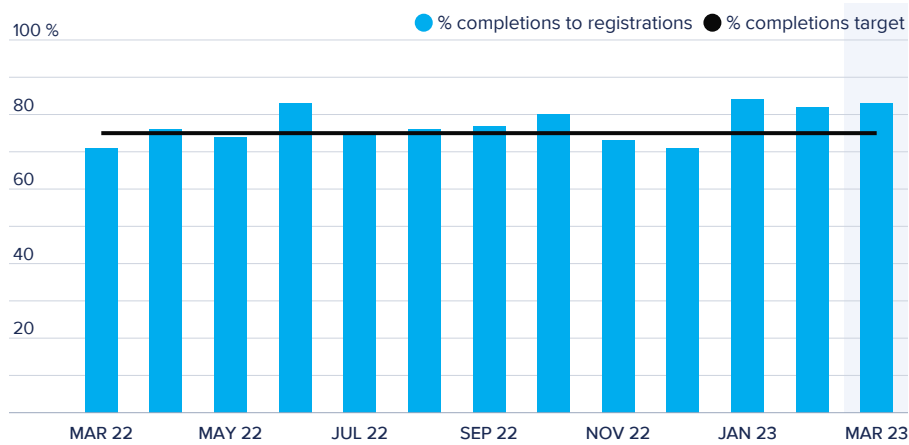


**% of complaints closed less than 6 months old**



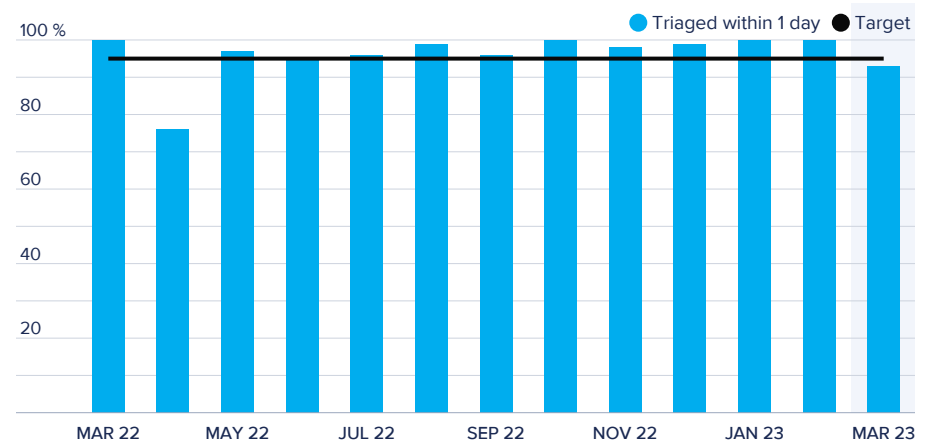
To show the % of complaints closed in the month that were less than 6 months old against the annual target of 85%.

**Completions as a % of registrations**



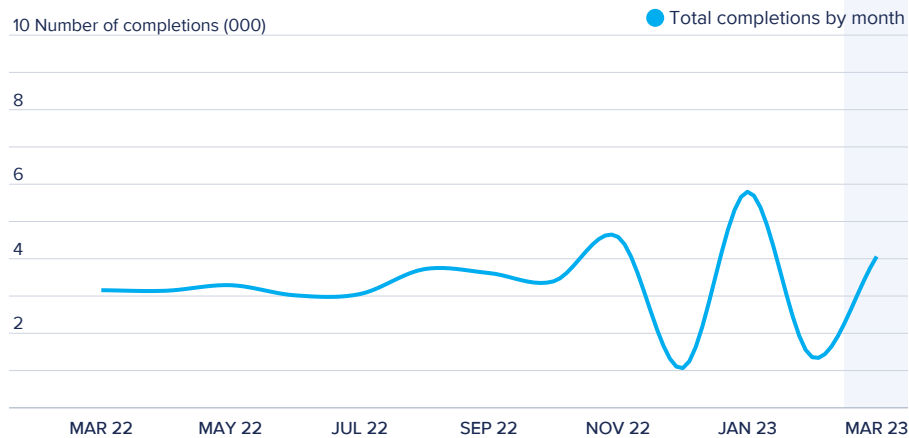
To show the monthly education module completions as a percentage of education module registrations in the month. This is shown against the annual SPE target of 75%.

**Timeliness of breach triaging**



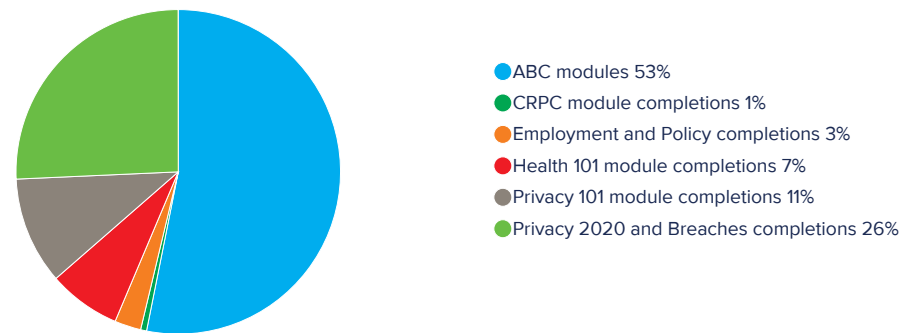
To show the % of breach notifications that have been triaged with one day. This is reported against our SPE target of 95%.

**TOTAL NUMBER OF E-LEARNING COMPLETIONS BY MONTH**



The apparent trends in the graph are not due to actual declines or increases in completion but due to the timing of reporting. In November and January, for example, the data also included some of the following month which has resulted in one month appearing higher and one lower.

**E-learning completions in the year to date shows as a % by module**



## Appendix C: Financials for period ending 31 Mar 2023

### Statement of Comprehensive Income For the 9 Months to 31 March 2023

Prev. Year YTD Actual \$000		Mar 23 YTD Actual \$000	Mar 23 YTD Budget \$000	YTD Var \$000	YTD Var %	Year-End Outlook \$000	Year-End SPE Forecast \$000
	<b>Revenue</b>						
5,544	Revenue from Crown	5,544	5,544	-	-	7,392	7,392
375	Other Income	116	161	(45)	(28)	135	161
2	Interest	45	2	43	2150	60	2
<b>5,921</b>	<b>Total revenue</b>	<b>5,705</b>	<b>5,707</b>	<b>(2)</b>	<b>-</b>	<b>7,587</b>	<b>7,555</b>
	<b>Expenditure</b>						
44	Marketing	35	67	(32)	(48)	97	130
-	Audit Fees	14	0	14	100	49	35
216	Depreciation	207	227	(20)	(9)	283	312
320	Rental	323	327	(4)	(1)	432	436
754	Operating	907	913	(6)	(1)	1,230	1,208
3,771	Staff Costs	3,894	4,086	(192)	(5)	5,286	5,428
<b>5,105</b>	<b>Total expenditure</b>	<b>5,380</b>	<b>5,620</b>	<b>(240)</b>	<b>(4)</b>	<b>7,377</b>	<b>7,549</b>
<b>816</b>	<b>Net surplus / (deficit)</b>	<b>325</b>	<b>87</b>	<b>238</b>	<b>273</b>	<b>210</b>	<b>6</b>

### Statement of Financial Position As at 31 March 2023

	Mar 23 Actual \$000	Mar 23 Budget \$000	YTD Var \$000	Year-End Outlook \$000	Year-End SPE Forecast \$000
<b>ASSETS</b>					
<b>Current Assets</b>					
Cash & Cash Equivalent	2,608	2,071	537	2,448	2,048
Debtors and Other Receivables	30	22	8	50	29
Prepayments	133	50	83	160	100
<b>Total Current Assets</b>	<b>2,771</b>	<b>2,143</b>	<b>628</b>	<b>2,658</b>	<b>2,177</b>
<b>Current Liabilities</b>					
Creditors and other payables	122	105	17	130	150
Employee Entitlements	311	260	51	244	260
<b>Total Current Liabilities</b>	<b>433</b>	<b>365</b>	<b>68</b>	<b>374</b>	<b>410</b>
<b>Working Capital</b>	<b>2,338</b>	<b>1,778</b>	<b>560</b>	<b>2,284</b>	<b>1,767</b>
<b>Non-Current Assets</b>					
Property, Plant and Equipment	315	241	74	296	217
Intangible Assets	129	391	(262)	85	343
Capital Work in Progress	-	-	-	-	-
<b>Total Non-Current Assets</b>	<b>444</b>	<b>632</b>	<b>(188)</b>	<b>381</b>	<b>560</b>
<b>Non-current Liabilities</b>	<b>11</b>	<b>13</b>	<b>(2)</b>	<b>9</b>	<b>11</b>
<b>Net Assets</b>	<b>2,771</b>	<b>2,397</b>	<b>374</b>	<b>2,656</b>	<b>2,316</b>
<b>Public Equity</b>					
Opening Balance	2,446	2,310	136	2,446	2,310

	Mar 23	Mar 23		Year-End	Year-End
	Actual	Budget	YTD	Outlook	SPE
	\$000	\$000	Var	\$000	Forecast
			\$000		\$000
Accumulated Surplus	325	87	238	210	6
<b>Total Public Equity</b>	<b>2,771</b>	<b>2,397</b>	<b>374</b>	<b>2,656</b>	<b>2,316</b>

**Statement of Cash Flows  
As at 31 March 2023**

	Mar 23	Mar 23	Year-End	Year-End
	Actual	Budget	Outlook	SPE
	\$000	\$000	\$000	Forecast
				\$000
<b>Cash Flows from Operating Activities</b>				
<i>Cash was Provided from:</i>				
Government Grant	5,544	5,544	7,392	7,392
Other Income	120	166	139	166
Interest	45	2	60	2
	<b>5,709</b>	<b>5,712</b>	<b>7,591</b>	<b>7,560</b>
<i>Cash was Applied to:</i>				
Payments to Suppliers	1,283	1,285	1,833	1,794
Payments to Employees	3,832	4,073	5,291	5,415
Payments of GST	(23)	(53)	(3)	(46)
	<b>5,092</b>	<b>5,305</b>	<b>7,121</b>	<b>7,163</b>
<b>Net Cash Flow applied to Operating Activities</b>	<b>617</b>	<b>407</b>	<b>470</b>	<b>397</b>
<b>Cash Flows from Investment Activities</b>				
Cash was applied to				
Purchase of Fixed Assets	17	137	30	150
<b>Net Cash flows applied to Investing Activities</b>	<b>17</b>	<b>137</b>	<b>30</b>	<b>150</b>
Cash was Provided from:				
Sale of Fixed Assets	-	-	-	-
<b>Net Cash Flow from Investment Activities</b>	<b>(17)</b>	<b>(137)</b>	<b>(30)</b>	<b>(150)</b>
<b>Net Increase/(Decrease) in Cash Held</b>	<b>600</b>	<b>270</b>	<b>440</b>	<b>247</b>
<b>Cash brought forward</b>	<b>2,008</b>	<b>1,801</b>	<b>2,008</b>	<b>1,801</b>
<b>Closing cash carried forward</b>	<b>2,608</b>	<b>2,071</b>	<b>2,448</b>	<b>2,048</b>
<b>Cash made up of:</b>				
National Bank - Cheque	130	1,071	1,448	1,048
National Bank - Deposit	2,478	1,000	1,000	1,000
	<b>2,608</b>	<b>2,071</b>	<b>2,448</b>	<b>2,048</b>

## **Appendix D: Performance against Statements of Service Performance - Year to Date**

### *Output 1 – Strategy and Insights*

<b>Measure</b>	<b>Achieved As at 31 Mar</b>	<b>Expectation As at 31 Mar (as per SPE)</b>
Number of cross office priorities focussed on globally identified privacy trends or systematic issues.	4 During the year, the Office has been focussed on the Rental Sector, Biometrics, the IPCA joint inquiry and embedding Te Ao Maori perspectives.	4
Number of published “insights” reports on trends that the office is seeing.	1 During September 2022 an OPC Research Report into the Rental Sector was published in conjunction with Consumer NZ.	3

### *Output 2 – Communication and Education*

<b>Measure</b>	<b>Achieved As at 31 Mar</b>	<b>Expectation As at 31 Mar (as per SPE)</b>
Education module completions as a percentage of education module registrations in the year.	78%	75%
Percentage of media enquiries that are responded to within 2 working days.	97%	100%
Respond to all enquiries within 2 working days.	95%	95%

### *Output 3 – Compliance and Enforcement*

<b>Measure</b>	<b>Achieved As at 31 Mar</b>	<b>Expectation As at 31 Mar (as per SPE)</b>
The percentage of data breach notifications received through NotifyUs that are triaged within 1 working day.	97%	95%
The percentage of externally reviewed compliance notices and Access Directions issued that meet quality review standards.	To be measured at year-end.	100%

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
The percentage of information matching files reviewed within the mandatory 5-year period as required under S184 of the Privacy Act.	100%  6 Information matching provisions were required to be reviewed in the quarter to September 2022. All were reviewed and reported on as required.  No further reviews were due in the second or third quarter.	100%

*Output 4 – Advice and Advocacy*

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
The percentage of externally reviewed policy and information sharing are rated as 3.5 out of 5 or better for quality.	Measured at year-end.	85%
The Commissioner actively contributes on advice, guidelines and directions by international institutions and guiding bodies, relating to the advancement of privacy rights, where it is in New Zealand's interest to do so.	The Office of the Privacy Commissioner has remained connected to the international privacy community.  We have continued our work supporting the Ministry of Justice and Ministry of Foreign Affairs in discussions with the European Union Commission on its review of New Zealand's adequacy status with the EU's General Data Protection Regulation (GDPR).	Achieved

*Output 5 – Investigations and Dispute Resolution*

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
The percentage of notified complaints files closed by settlement between the parties.	73%	40%
The percentage of externally reviewed complaints investigations	Measured at year end.	90%



Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
that are rated as 3.5 out of 5 or better for quality.		
The percentage of complaint files closed during the year that were less than 6 months old at closure.	56%	85%