



13 December 2024

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for your requests made under the Official Information Act 1982 (OIA), received on 26 November 2024.

On 29 November 2024, we advised you that as per section 15 (1AA) of the OIA, if a request is amended or clarified after the date/time on which it is received, Inland Revenue may treat the amended or clarified request as a new request for the purpose of calculating the maximum statutory timeframe for response. You requested the following:

I would like to request the internal review document for the data breach incident referred to in the attached letter.

Please confirm how many (by year) data breaches have been recorded across IRD's services over the past 5 years and

- *what data was disclosed.*
- *whether a review was commenced.*
- *what actions were taken as a result.*
- *how many NZer's had their data shared.*
- *disclose the internal review final reports.*

On 26 November 2024, our media team advised you of the following publicly available information:

- www.ird.govt.nz/about-us/social-media/about-custom-audience-lists
- www.privacy.org.nz/publications/statements-media-releases/statement-in-response-to-inland-revenues-updated-hashing-information/

Please refer to the internal review, *Review and Analysis of Social Media Usage for Custom Audiences*, for information regarding our use of customer information for the purpose of advertising: www.ird.govt.nz/customaudiencelists. This review examines the two unintended disclosures that have been discovered, and an overview of the event timeline of Inland Revenue's response.

The details of the unintended disclosures, including the following, are publicly available in our internal review, as linked above:

- what data was disclosed
- whether a review was commenced
- what actions were taken as a result
- how many New Zealanders had their data shared
- disclose the internal review final reports.

I am therefore refusing part of your request relating to the Meta unintended disclosure under section 18(d) of the OIA, as the information is publicly available.

Additionally, Inland Revenue reports in the Annual Review for the Finance and Expenditure Committee (FEC) on the number of privacy breaches that occur each financial year. For the 2023/24 financial year, 231 privacy breaches were recorded. Most recorded breaches were minimal or minor. This means a small number of people were affected, with little or no potential or actual harm and little or no indication of systemic problems. For instance, emails or letters sent to the wrong customer and customers being linked incorrectly in Inland Revenue's database. There were no reports into any privacy issues.

You can find the information for the past 5 financial years in Question 62 here:

- https://www.parliament.nz/resource/en-NZ/54SCFIN_EVI_8b3a05e9-8212-4f15-7e00-08dbf9ba8c02_FIN325/1da30e5dee7792e113fba4789cf09b81f5ac837c

I am therefore refusing part of your request for how many data breaches have been recorded over the past five financial years under section 18(d) of the OIA, as the information requested is publicly available.

Every privacy breach is fully assessed and managed. If relevant, further actions may be taken as a result such as feedback or training for the staff member involved or preventative measures put in place. There have been no formal reviews into any recent privacy breaches outside of this process.

I am refusing your request for; what data was disclosed, what actions were taken as a result, and how many New Zealanders had their data shared, for each data breach for the last 5 financial years under section 18(f) of the OIA, as the information cannot be made available without substantial collation or research. We do not hold this information in a way that enables it to be readily retrieved, and this would require significant time and resources to collate.

In making my decision, I considered if narrowing the request or extending the timeframe would enable Inland Revenue to answer this part of your request. However, in this case, neither of these options would enable Inland Revenue to grant you the information requested.

Right of review

You have the right to make a complaint to the Office of the Privacy Commissioner if you are not satisfied with our response. It can be contacted at PO Box 10094, Wellington 6143, or www.privacy.org.nz.

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Pip Knight
Service Leader, Marketing and Communications