



15 August 2023

Tēnā koe

On 20 June 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *How the ministry utilises ChatGPT or similar language models in its operations.*
- *The specific tasks or purposes ChatGPT is used for.*
- *How ChatGPT is integrated into the ministry's workflow and processes.*
- *Any internal correspondence, assessments or evaluations of the accuracy and effectiveness of ChatGPT's responses in various operational contexts.*
- *Any limitations or ethical considerations associated with the use of ChatGPT by the ministry, especially concerning privacy, data security, or potential biases in responses.*
- *How does the ministry plan to keep the public informed and address any questions or concerns regarding the use of ChatGPT in its services?*
- *Are there any guidelines or policies in place regarding the use of ChatGPT by staff?*
- *Has the ministry sought external or independent assessments of ChatGPT's performance, effectiveness, or any potential risks associated with its use?*

On 19 July 2023, the Ministry contacted you stating that more time was required due to consultations necessary to make a decision on your request.

The Ministry will respond to each part of your request in turn, with some parts grouped together for clarity:

- *How the ministry utilises ChatGPT or similar language models in its operations.*
- *The specific tasks or purposes ChatGPT is used for.*
- *How ChatGPT is integrated into the ministry's workflow and processes.*
- *Any internal correspondence, assessments or evaluations of the accuracy and effectiveness of ChatGPT's responses in various operational contexts.*

Your request for this information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found. The Ministry does not utilise ChatGPT or similar language models in its operations.

- *Any limitations or ethical considerations associated with the use of ChatGPT by the ministry, especially concerning privacy, data security, or potential biases in responses.*

The Ministry is currently considering its internal position on generative AI (including ChatGPT), including consideration of information risks associated with the potential use of generative AI by the Ministry. This includes privacy, data security, and potential biases.

As the Ministry is still developing our position on the use of generative AI, including how we incorporate the recently released digital.govt.nz interim generative AI guidance for the public service, related information is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

For more information on the interim generative AI guidance for the public service, please see the following link: [Interim Generative AI guidance for the public service | NZ Digital government](#)

- *How does the ministry plan to keep the public informed and address any questions or concerns regarding the use of ChatGPT in its services?*

As noted earlier, the Ministry does not utilise ChatGPT or similar language models in its operations. The Ministry responds to queries through a variety of means, such as media queries, official information requests, proactive release of information, and via our 0800 line for clients to be kept informed and to address their concerns.

The Ministry also provides a Privacy Notice on its website that details what we do with the personal information we collect. For further information please see

the following link here: <https://www.workandincome.govt.nz/about-work-and-income/privacy-notice/index.html>

- *Are there any guidelines or policies in place regarding the use of ChatGPT by staff?*

As noted earlier, the Ministry does not utilise ChatGPT or similar language models in its operations. The Ministry has released guidance to staff on personal use of ChatGPT as part of our privacy week messaging. More generally, any potential use of these tools would need to be approved through the Ministry's existing assessment frameworks, including our 'Privacy Human Rights and Ethics Framework' and 'Model Development Lifecycle', and would need to meet our commitments under the 'Algorithm Charter of Aotearoa New Zealand' and the 'Data Protection and Use Policy'. Please see the following link for more information: <https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/phrae/model-development-lifecycle.html>

Please see **Appendix One** for more information on the Privacy Week message regarding privacy rights in the digital age.

Please see in the attached **Appendix Two** an excerpt from our *On the Radar* newsletter regarding the personal use of ChatGPT. *On the Radar* is internally published weekly to keep Service Delivery staff up to date with information, changes, and reminders.

- *Has the ministry sought external or independent assessments of ChatGPT's performance, effectiveness, or any potential risks associated with its use?*

The Ministry has not sought external or independent assessments of ChatGPT's performance; however, we have engaged with external parties including other agencies and universities as part of developing a broader understanding of the potential uses and risks of generative AI tools.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

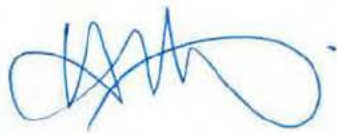
This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal

details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the use of ChatGPT, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Hannah Morgan
**General Manager
Information**

Deep Dive: Privacy Week 2023 – ChatGPT [1/2]

The theme for Privacy Week 2023 (8 – 14 May) is, 'Privacy rights in the digital age,' a great opportunity to chat about ChatGPT. Here's what you need to know.

So, what the heck is it?

- ChatGPT is a natural language processing tool, that allows you to have human-like conversations with the chatbot. The language model, which was built by feeding the tool over 300 billion words pulled from the internet, can answer questions, and assist you with tasks such as composing emails, essays, and code.
- ChatGPT uses the words it's been fed to guess what a response to your question should look like. Almost like a very fancy version of predictive text.
- ChatGPT had over a million users within the first five days of its launch, swelling to 100 million active users within two months. This makes it one of the fastest growing applications of all time.



So, what are the some of the challenges?

- Artificial Intelligence (AI), such as ChatGPT, tools reflect the information they're fed. So, if ChatGPT is fed biased information, the content it produces will 'learn' to be biased too.
- While it is occasionally accurate, it also gets stuff wrong or even 'hallucinates' data.
- ChatGPT's privacy policy doesn't give a clear understanding of many aspects of privacy, including how to request access or to correct the personal information it collects.
- Because of how ChatGPT works, it may not even be possible to correct or remove any personal information it has collected.





So, what's the bottom line?

Privacy is about protecting people's information. In the face of technology such as ChatGPT, a lot more scrutiny is needed. A cross-MSD Group is currently looking at potential uses of ChatGPT for work purposes.

Until then, you can protect yourselves by:

- only using ChatGPT for your own personal use, not for work purposes or using MSD information.
- don't share personal information (name, address, identifying numbers, etc) belonging to you, or anyone else. OpenAI learns from the information it's fed, so be mindful of what you share.
- always checking the Privacy policy. Look for information on how your data will be collected, used, and shared by these tools. If it's not clear, don't use it.
- stay informed with the latest developments in OpenAI and privacy. This will help you make better informed decisions when using these tools.

If you have any queries about AI in general, don't ask ChatGPT – instead, please reach out to the verified human beings at infohelp@msd.govt.nz.



May 08, 2023

It's Privacy Week! Privacy rights in the digital age!

Information is a taonga that should be respected and protected, particularly for us at MSD – and that makes privacy hugely important. Privacy plays an important part in how we look at keeping our information and systems secure.

Privacy Week (8-14 May 2023) starts today so it's a perfect time to reflect on the important role of privacy in our mahi and the responsibility we have to safeguard people's personal information.

Privacy is a big part of MSD strategies like our Information, Data and Analytics Strategy, our Technology Strategy and Te Pae Tawhiti – and we know privacy can be a strong tool for building trust.

The theme for Privacy Week this year is 'Privacy rights in the Digital Age', which is especially important in this new age of ChatGPT and other AI (artificial intelligence), which are hot topics at the moment.

So, it's a good time for us all to brush up on our privacy knowledge and learn about new trends in a world that's rapidly becoming more 'online'.

Sometimes, people might not even realise the online quiz they do every morning might be data trawling by asking for personal information like your childhood street and name of your first pet; or, that AI like ChatGPT is constantly learning from people through their online information and behaviours.

The Office of the Privacy Commissioner has a lot of resources and free online seminars available this week that cover a range of topics to help you learn more. I've had a quick look and i'm really interested in a couple of the topics in the context of our current work here at MSD: "Privacy through a Digital Identity lens"; "Personal information is taonga"; and, "Privacy Impact Assessments in an Agile Work Environment". For those who utilise dating apps, "Swiping left on privacy; the cost of finding love in the digital age" might be of interest!!

For staff based at National Office, the Information Group is collaborating with the privacy people at Oranga Tamariki and Whaikaha, and on 11 and 12 May, they'll be running an interactive privacy breach activity.

There will be a physical desk and computer set up on L8 56 The Terrace with several privacy breaches that people can try to spot. Head over if you want to get involved – everyone who takes part could go into the draw to win a prize.

Ngā mihi

Melissa