



4 June 2025

Tēnā koe

Official Information Act request

Thank you for your email of 11 April 2025, requesting the following information:

Since January 1 2020, copies of all reports, briefings, documents and emails relating to any incidents when material or items were mistakenly left unaccompanied in public.

I have considered your request under the Official Information Act 1982 (the Act).

The Ministry is aware of three incidents in which material or items have been mistakenly left unaccompanied in public since 1 January 2020. Two where items were stolen from a car, another where an item was mistakenly left unattended. The associated documents you requested in relation to these incidents have been enclosed as appendices 1-10.

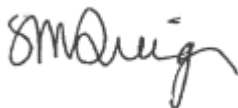
As you will note, upon awareness of such incidents, the Ministry and its staff take appropriate measures to ensure any possibility of release of client's information is minimised. Of those three incidents, only one warranted notification to the Office of the Privacy Commissioner, however that incident was promptly closed due to the controls the Ministry had in place to mitigate the risk of client information being released publicly.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

pp. 

Anna Graham
General Manager
Ministerial and Executive Services

From: [Out of scope]
To: [Privacy Officer \(MSD\)](#)
Subject: Re: Privacy Incident Report
Date: Tuesday, 26 July 2022 12:38:51 pm

Tena Koe [Out of scope]

- Has the incident been reported to IT security?

I completed and submitted the form on Doggle for the stolen laptop. I'm not sure if this is sufficient or if I am meant to ring someone? When I spoke with [Out of scope] on the help desk yesterday he said me talking to him was completing report to "IT system support (TSA)" task

Please advise if this is not IT security.

- Was there any information relating to the laptop password noted down anywhere in the work bag? Eg, a sticky note on the laptop containing the password etc.

No records/notes about Password security in the bag.

- The information on the note pad looks to be low risk as there were no surnames, contact details, SWN number.

Can you please confirm what type of notes were in the note pads?

One was a personal diary that had my personal entries but no work details.

Work Notes: to do list of daily work tasks for 25 July. Updates from a meeting with client - our clients have activities they are completing, the notes are progress on those activities. How school is going, how part time work is going, plan to achieve learners.

The other had my personal notes from a meeting I attended that isn't work related.

Mauri Ora

[Out of scope]

Youth Service
Ministry of Social Development
www.youthservice.govt.nz
PO Box 27 504 Wellington 6141

[Out of scope]

(Sent from my iPhone)

On 26/07/2022, at 10:53 AM, PrivacyOfficer (MSD) wrote:

Good Morning Out of scope

Thank you for sending that through, can you please advise on the following:

- Has the incident been reported to IT security?
- Was there any information relating to the laptop password noted down anywhere in the work bag? Eg, a sticky note on the laptop containing the password etc.
- The information on the note pad looks to be low risk as there were no surnames, contact details, SWN number. Can you please confirm what type of notes were in the note pads?

Thanks,

Out of scope

Advisor (acting) | Information Privacy & Sharing
Ministry of Social Development
Manaaki Tangata Manaaki Whānau
privacyofficer@msd.govt.nz

-----Original Message-----

From: ss(2)(a)@msd.govt.nz
Sent: Tuesday, 26 July 2022 9:29 AM
To: PrivacyOfficer (MSD)
Subject: Privacy Incident Report

Template public name : Privacy or IT Security Incident Form Form number :
305929

Business Group Youth Service

When did the incident happen? 25/07/2022

When was the incident discovered? 25/07/2022

What personal information was involved? Name, Opinions

Other Name: First names only

Opinions: Updates/Notes & dates on activities via Service Plans

How did the incident occur? Staff member attempted to visit a client at home. Client wasn't home, but was advised by the client's sister that the client may be at the park.

Staff member drove to the park to look for the client. Vehicle was parked and secured in the public car park (More details available in motor vehicle incident report)

Work bag containing laptop and note pad was left in the vehicle, while staff member was seeking client around the park.

While the work vehicle was unattended, someone had broken into the rear passenger window and stolen the work bag.

Do you consider this an isolated or systemic event? Isolated

How many people had their privacy compromised? 3

What processes or safeguards were available? 1) Vehicle was secured and locked.

2) Offsite safety plans completed.

3) No surnames, SWN, contact details and any revealing information are recorded in note pad.

Are you aware of any risk of harm or safety issues to any individual No

Is there any current media attention? No

If yes, please state the media organisation and publishing date n/a

If no, do you anticipate any possible media attention? Unsure

If this relates to information of which we have lost control, has the information been retrieved, or an attempt made to retrieve the information? No

What action, if any, has been taken to prevent a similar incident occurring? 1) Purchase padlocks work bags

2) Reframe the way notes are recorded in note pads

Other serious factors for consideration :

Is the affected party aware of the incident? No

Who received the information? : n/a

Has the recipient acted on the information? No

Form submitter's username : Out of scope
Form submitter's name : Out of scope
Form submitted at : 26/07/2022 09:28 53

User's LDAP username : Out of scope
User's Title in LDAP : Youth Development Specialist User's Primary Role in
LDAP: Business Advisor

User's DDI in LDAP : Out of scope

User's Alternate Mobile in LDAP :
User's Phone Number in LDAP : 47153
User's Work Mobile in LDAP : Out of scope User's Desk-to-Mobile in LDAP :

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [PrivacyOfficer \(MSD\)](#)
To: Out of scope; [PrivacyOfficer \(MSD\)](#)
Cc: Out of scope
Subject: RE: Privacy Incident Report
Date: Wednesday, 11 September 2024 4:25:00 pm

Thanks, Out of scope, much appreciated.

I'll close this off.

Regards

Out of scope

-----Original Message-----

From: Out of scope
Sent: Wednesday, September 11, 2024 12:15 PM
To: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>
Cc: Out of scope
Subject: RE: Privacy Incident Report

IN-CONFIDENCE

Hi Out of scope

Just letting you know I followed up with Out of scope. She passed on this number to me from the caller. The caller ID details when she answered her mobile were to this number Out of scope

She shared the voice was male, young-ish, and they said have you lost your laptop to which she said No. They asked for my number, to which Out of scope replied no, but she would contact me instead. They then shared they could bring the laptop bag back to the service centre in Riddiford Street, Newtown and that's were the bag was dropped off to.

If needed, you could call Out of scope for more info about the person who dropped it off.

I call the number a couple of times, nobody answered. I sent a text asking if they would be able to let me know when I could give them a quick call back, and I got a one worded answer which said, Nope.

I tried calling again nobody answered and have left it at that, as they clearly don't wish to be identified.

Let me know if you need anything else.

Thanks.

Out of scope

Senior Executive Assistant | to Out of scope, Deputy Chief Executive | Strategy & Insights DDI | Out of scope |
Out of scope Ministry of Social Development | 89 The
Terrace | PO Box 1556 | Wellington | New Zealand

-----Original Message-----

From: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>
Sent: Thursday, September 5, 2024 1:12 PM
To: Out of scope
Subject: RE: Privacy Incident Report

IN-CONFIDENCE

Hi [Out of scope]

Thanks for notifying us quickly and mitigating what could have been a serious privacy breach.

It's not urgent but when [Out of scope] returns, please ask her if she knows who returned your bag to the service centre.

Regards

[Out of scope]

-----Original Message-----

From: [Out of scope]
Sent: Thursday, September 5, 2024 10:47 AM
To: PrivacyOfficer (MSD) <privacyofficer@msd.govt.nz>
Subject: Privacy Incident Report

Template public name : Privacy or IT Security Incident Form Form number : 404281

Business Group Strategy and Insights

When did the incident happen? 04/09/2024

When was the incident discovered? 04/09/2024

What personal information was involved? Other, please specify:

Other Just wanted to declare an incident that happened to me yesterday about 4:15pm ish when I left my laptop bag on bus but has now been found with everything in it.

How did the incident occur? I left the office at 3:45pm 4.09.24. to get a number 3 bus to Midas Garage in Arthur Street, to get my car.

When I drove home to Titahi Bay and parked my car I realised that my laptop bag was not with me.

Inside was my work laptop, work phone, my work note book which also contained an email from [Out of scope]. I don't believe there was any information that was a breach as such, but just wanted to check this out with you and see if you needed to look at my work notebook?

Because of the email from [Out of scope] a phone call was made to her confirming who I was, and my bag was then handed in to the service centre at 96 Riddiford Street.

I also called my phone from my personal phone around 4:50pm and spoke to [Out of scope] who confirmed they had my laptop bag and believed everything was intact. I have no reason to believe they would read through my note book, as the email had confirmed who I was and it was the end of the day with everyone going home. It was too late for me to travel into Newtown to get my bag from Titahi Bay so made the call to pick first thing this morning.

So this morning first thing I collected my bag around 9am from his manager [Out of scope] from the Newtown service centre and everything was there.

I have shared this with my boss [Out of scope] last night and have also told [Out of scope] today so she is across this as well.

Please let me know if this is anything else I need to do.

Thanks

[Out of scope]

Do you consider this an isolated or systemic event? Isolated

How many people had their privacy compromised? None to my knowledge

What processes or safeguards were available? Impossible to have been able to access my phone or my laptop.

Are you aware of any risk of harm or safety issues to any individual None.

Is there any current media attention? No

If yes, please state the media organisation and publishing date None

If no, do you anticipate any possible media attention? No

If this relates to information of which we have lost control, has the information been retrieved, or an attempt made to retrieve the information? N/a

What action, if any, has been taken to prevent a similar incident occurring?no action needed - other than I will be very very careful with my laptop bag going forwards!

Other serious factors for consideration : n/a

Is the affected party aware of the incident? No

Who received the information? : Nobody

Has the recipient acted on the information? No

Form submitter's username : Out of scope

Form submitter's name : Out of scope

Form submitted at : 05/09/2024 10:46 51

User's LDAP username : Out of scope

User's Title in LDAP : Senior Executive Assistant User's Primary Role in LDAP: Executive / Personal Assistant

User's DDI in LDAP : Out of scope

User's Alternate Mobile in LDAP :

User's Phone Number in LDAP : Out of scope

User's Work Mobile in LDAP : Out of scope User's Desk-to-Mobile in LDAP :

From: Out of scope
To: Out of scope
Subject: FW: Talking housing in Auckland
Date: Thursday, 5 September 2024 11:14:13 am
Attachments: [image001.png](#)
[image002.png](#)

IN-CONFIDENCE

Hi Out of scope

Please see the email below that was in my notebook.

Thanks.

Out of scope
Senior Executive Assistant | to Out of scope, Deputy Chief Executive | Strategy & Insights
Out of scope
Out of scope
Ministry of Social Development | 89 The Terrace | PO Box 1556 | Wellington | New Zealand



From: Out of scope
Sent: Monday, September 2, 2024 11:24 AM
To: Out of scope
Cc: Out of scope
Out of scope
Subject: FW: Talking housing in Auckland

IN-CONFIDENCE

Kia ora Out of scope,

I'd like to nominate Out of scope for the Mahi tahi award for providing high quality legal advice to the Crown Entities team in remarkably quick time frames.

Over the past month or so he has reviewed multiple papers and advised on many complex issues, meeting our demanding timeframes with an unfailingly positive attitude.

He is an amazing MSD team player and a real star!

(We do plan to improve our time frames, but in the meantime he has been incredibly forgiving and generous with his time!)

Ngā mihi,

Out of scope

General Manager| Organisational Planning, Performance and Governance
Rautaki me Matawhānui Strategy and Insights
Ministry of Social Development
The Aurora Centre | 56 The Terrace | Wellington 6011
Phone: Out of scope

From: Out of scope

Sent: Monday, September 2, 2024 10:29 AM

To: Out of scope

Subject: Talking housing in Auckland

IN-CONFIDENCE

Kia ora koutou

Last Monday 26 August, Out of scope joined the Leadership Team on to head the new Disability Support Services business unit. Out of scope was on the Policy Leadership Team when I joined MSD in 2012, so we know each other pretty well. I am looking forward to working with him in his new role.

I spent two days with the Leadership Team in Auckland, last week, attending two sessions with staff, two sessions with managers, and one evening meeting with stakeholders including employers, local government, providers, and iwi. Out of scope and I presented on housing, which enabled us to highlight the great work that has been done in Auckland to support people to move out of emergency housing. There were lots of feedback and questions from staff, and some interesting information from staff and stakeholders about data and/or reporting that may continue to help us to understand more about the people who are needing emergency housing and moving out of emergency housing. I will be following up with Out of scope about these conversations.

On Wednesday afternoon, Out of scope released his annual [Child Poverty report](#). This is a very important report which informs public discussion, research and policy development for addressing child poverty. It complements the Stats NZ release which focuses mainly on shorter-term changes and progress to government Child Poverty reduction Act targets. There has been some media coverage of the report, and it will continue to inform discussion and debate about the way forward.

We will be meeting with people leaders across Strategy and Insights on Wednesday and principals and professional leaders on Thursday. This will provide us an opportunity to start to engage with them as part of the next stage of the process. I am very conscious that we will be moving to the new structure in four weeks, and want to support leaders to engage with their teams on the change ahead of this.

We are seeking nominations for our monthly Mahi tahi award – recipients can choose for us to take them out for their beverage of choice or to receive a bag of plunger coffee. The award will be given to the person or team in Strategy and Insights or in another group across MSD that has done us a favour, gone out of their way to support our mahi, lived our

Values, or generally been a great colleague. For the winner or winners, the person who nominated them gets to take them out for a coffee or other beverage or to give them some plunger coffee, paid for by me. The DCE office will make a decision on the best case for winning our Mahi tahi coffee award. Please send your nominations to Siobhan Marlow by 10am Monday 9 September.

My shout outs for the week include:

- [Out of scope] for his Child Poverty report
- [Out of scope] for providing cover for [Out of scope] while she was on leave
- [Out of scope] and [Out of scope] and others across Strategy and Insights who have supported the procurement process to implement the Youth Health and Wellbeing Survey (YHWS) in 2025
- [Out of scope], [Out of scope], [Out of scope], [Out of scope], [Out of scope] and [Out of scope] on the initial briefing for the Minister setting the scene for developing the new Employment Investment Strategy
- [Out of scope] for her work on a briefing on the next steps for social sector commissioning.

Enjoy the recess week!

[Out of scope]

[Out of scope]

Manahautū, Rautaki me Matawhānui | Deputy Chief Executive, Strategy & Insights



[Out of scope]



[Out of scope]

The Aurora Centre | 56 The Terrace | PO Box 1556 | Wellington | New Zealand



We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau



See our summer hours and what that means for notifying us about privacy breaches.



Privacy Commissioner
Te Mana Mātāpono Matatapu

Notify Us

Privacy breach notification form

Thank you

Your report has been successfully submitted to the Office of the Privacy Commissioner

Unique lodgement code: 5590c9b0 - bc05 - 4e2c - bad2 - 6779dce8073e

You will need this code if you want to submit an update to this report at a later date.

[Ask us a question](#)

Your submission details

Submission time 24 December 2024, 10:30 am

Breach is likely to cause serious harm No

About the organisation

Organisation name Ministry of Social Development

Sector Public

Industry classification Health Care and Social Assistance

About the contact person

First name Out of scope

Last name Out of scope

Job title Information Advisor

Email Out of scope

Phone number Out of scope

Are you acting as an agent for the organisation? No

Breach timeline

Is the problem that caused this breach ongoing? It is under investigation

Date of breach 2024-12-22

Date the breach was identified by your organisation

2024-12-23

About the breach

Number of people affected

15-20

Type of personal information involved in the breach

Contact details, Other

Type of breach

Loss or theft of physical documents, Loss or theft of IT equipment

Tell us what happened

Last weekend (December 21 or 22) an MSD staff member had a work laptop and paper diary stolen from her car. The theft was reported to Police on December 23.

The diary holds potentially sensitive information of maybe 15-20 clients (including their names, SWNs and phone numbers). The staff member isn't sure exactly how many client names or SWNs are in the diary, or the names of the clients. The first name only of some clients was in the diary.

None of the clients will be informed as their names are not known. In addition, serious harm is unlikely.

Police have advised that the thief is likely to throw the diary away.

MSD's IT department advise that the laptop has been disabled.

Do you know where the information has gone?

No

Likely harm

How sensitive is the information that is involved in the breach?

Likely sensitive

Who has obtained or may obtain the information?

Someone unknown

What types of harm may be caused to people affected by the breach?

Emotional harm, Financial harm, Identity theft, Threats of harm

Impact of Financial harm

Low

Impact of Emotional harm

Low

Impact of Threats of harm

Low

Impact of Identity theft

Low

How likely is it that someone will be harmed because of this breach?

Unlikely

What steps have been taken to reduce the risk of harm or further harm from this breach?

Other:

Harm reduction steps other

Police have been notified about the breach.

Are there security measures in place that protect the information from being accessed?

Yes

Please explain in detail the security measures in place and how they protect the information from being accessed

MSD's IT department advise that the laptop has been disabled.

Notifying affected people

If the breach is likely to cause serious harm to affected people, have you notified them?

No

Why have you not notified the people affected?

The breach is not likely to cause serious harm

Are you relying on giving public notice to notify the people affected? No

Other organisations

Were any other organisations affected by the breach? No

Has the breach been reported to other authorities? Yes

What authorities has the breach been reported to? Police have been informed of the theft.

Have you contacted any organisations that might be able to provide support to your organisation or people affected by the breach? No

Additional information

Got a question?


You can contact us at notifyus@privacy.org.nz or 0800 803 909.

From: PrivacyOfficer (MSD)
Sent: Tuesday, 24 December 2024 11:19 am
To: [Out of scope]
Subject: Privacy breach - chat 24 December


[Out of scope]

Chat Shared +

Hi [Out of scope] thanks for your help with the privacy breach which you reported. It did likely contain contact details of some clients (eg, phone number, email).

[Out of scope] 10:09 am
[Out of scope] Hi [Out of scope] yes it was an A5 paper diary and yes it contained a few ph numbers and names of clients. I did a followup on RODs and complaints - I would say approx less than 20 (if that) over the year. I noted in it, but I know for sure there were SWNs and names - not often full names though.


Thanks, so no email addresses or physical addresses.

[Out of scope] 10:21 am
[Out of scope] Definitely not. No addresses and no email addresses, definitely no details of complaints as it open to update.


[Out of scope]

Information Advisor
Information Foundations | Information, Security and Identity Group
Te Manatū Whakahiato Ora | Ministry of Social Development
privacyofficer@msd.govt.nz
www.msd.govt.nz

Information, Security and Identity
Te Rōpū Tiakina



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

From: Out of scope
To: Out of scope
Subject: Privacy breach notification - PBN/3575
Date: Wednesday, 8 January 2025 3:32:37 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.gif](#)

Kia ora Out of scope

Thank you for your email concerning the privacy breach notification to our office. Your reference number is PBN/3575.

We understand that the diary may still be in circulation, and in the event that it is located and an assessment of its contents reveals that personal information may have been compromised, it will be essential that you take immediate steps to notify the affected parties. This includes any individuals whose personal data may have been exposed.

Additionally, to prevent future incidents of this nature, we strongly recommend that your agency reviews and strengthens its policies surrounding the security of sensitive information, particularly paper records with unique identifies.

At this stage we don't intend to undertake any further assessment unless further development arise relating to the breach.

Should you require further guidance or have any questions, please do not hesitate to contact us.

Kind regards

Out of scope

Senior Compliance Officer (Compliance and Enforcement)

Office of the Privacy Commissioner | Te Mana Mātāpono Matatapu



PO Box 10094, The Terrace, Wellington 6143

Compliance line: Out of scope

Email - Out of scope

[Privacy.org.nz](https://www.privacy.org.nz)



Privacy is about protecting personal information, yours and others. To find out how, and to stay informed, [subscribe](#) to our newsletter or follow us online.   Have a privacy question? [AskUs](#)

Caution: If you have received this message in error please notify the sender immediately and delete this message along with any attachments. Please treat the contents of this message as private and confidential. Thank you.

From: Out of scope
To: [PrivacyOfficer \(MSD\)](#)
Subject: Privacy Incident Report
Date: Monday, 23 December 2024 5:23:29 pm

Template public name : Privacy or IT Security Incident Form
Form number : 416576

Business Group Ministry of Social Development

When did the incident happen? 22/12/2024

When was the incident discovered? 23/12/2024

What personal information was involved? Name, Phone number, Unique IDs (e.g. SWN number)

Other

How did the incident occur? Laptop bag stolen from personal vehicle - this included laptop, power pack, handsfree mouse and keyboard and diary with client information in it. Worked in another site on Friday and transferred work bag to personal vehicle when returned to site in the hopes I could catch up on work from home, in addition to being late.

Do you consider this an isolated or systemic event? Isolated

How many people had their privacy compromised? unsure

What processes or safeguards were available? Laptop shutdown - all work equipment in the same bag including my diary.

Are you aware of any risk of harm or safety issues to any individual Unknown.

Is there any current media attention? No

If yes, please state the media organisation and publishing date

If no, do you anticipate any possible media attention? No

If this relates to information of which we have lost control, has the information been retrieved, or an attempt made to retrieve the information? Yes, the Police have been notified Ref 12202423/4004 and advise the diary will likely be thrown out.

What action, if any, has been taken to prevent a similar incident occurring? Not taking laptop home at all.

Other serious factors for consideration :

Is the affected party aware of the incident?

Who received the information? : unknown

Has the recipient acted on the information?

Form submitter's username : Out of scope
Form submitter's name : Out of scope
Form submitted at : 23/12/2024 17:23:23

User's LDAP username : Out of scope
User's Title in LDAP : Manager Client Service Delivery
User's Primary Role in LDAP: Manager

User's DDI in LDAP : Out of scope

User's Alternate Mobile in LDAP : Out of scope
User's Phone Number in LDAP : Out of scope
User's Work Mobile in LDAP : Out of scope
User's Desk-to-Mobile in LDAP :

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [PrivacyOfficer \(MSD\)](#)
To: Out of scope ; Out of scope ; Out of scope
Cc: Out of scope ; Out of scope ; Out of scope ; [PrivacyOfficer \(MSD\)](#)
Subject: RE: OPC notified of privacy breach
Date: Thursday, 9 January 2025 9:01:00 am
Attachments: [Privacy breach notification - PBN3575.msg](#)
[image001.jpg](#)

Hi all,

In response to our notification to the OPC on Xmas eve, the OPC has advised it is taking no action.

It states that if the diary is found, we will need to notify the affected clients immediately. We have also been advised to review and strengthen our policies regarding the security of sensitive information, particularly paper records with unique identifiers.

Please contact me if you have any queries.

Regards

Out of scope

Information Advisor
Information Foundations | Information, Security and Identity Group
Te Manatū Whakahiato Ora | Ministry of Social Development
privacyofficer@msd.govt.nz
www.msd.govt.nz



From: PrivacyOfficer (MSD)
Sent: Tuesday, December 24, 2024 10:38 AM
To: Out of scope
Out of scope
Cc: Out of scope
Out of scope PrivacyOfficer
(MSD) <PrivacyOfficer@msd.govt.nz>
Subject: OPC notified of privacy breach
Importance: High

Hi all,

I have reported a privacy breach to the OPC today.

Last weekend an MSD staff member had a work laptop (including power pack,

mouse and keyboard) and paper diary stolen from her car. The theft was reported to Police yesterday.

The diary holds mildly sensitive information of 15-20 clients (including their names, SWNs and phone numbers but not physical or email addresses). The staff member isn't sure exactly how many client names or SWNs are in the diary, or the names of the clients. Police have advised that the thief is unlikely to be interested in the diary and is likely to dispose of it. The diary was in a laptop bag which also contained the laptop.

IT advise that no one can access the laptop as it has been disabled.

Please contact me if you have any queries. I return on January 6.

Regards

Out of scope

Information Advisor

Information Foundations | Information, Security and Identity Group

Te Manatū Whakahiato Ora | Ministry of Social Development

privacyofficer@msd.govt.nz

www.msd.govt.nz



From: Out of scope
To: [PrivacyOfficer \(MSD\)](#)
Subject: RE: Stolen laptop and diary
Date: Monday, 23 December 2024 5:52:32 pm
Attachments: [image001.jpg](#)

IN-CONFIDENCE

Yes I did. Would it need my Manager's approval to go through? I have now filled it in again just in case I got trigger happy and it went who knows where!!
I think the number would be fewer than 50, perhaps 20ish. Thanks.

From: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>

Sent: Monday, December 23, 2024 5:03 PM

To: Out of scope PrivacyOfficer (MSD)
<PrivacyOfficer@msd.govt.nz>

Cc: Out of scope
Subject: RE: Stolen laptop and diary

IN-CONFIDENCE

Thanks, Out of scope

Are you able to give a rough estimate of the number of clients whose details may be in the diary? If the information spans a year, could the number be more than 100, or perhaps 50-100? Fewer than 50? The Office of the Privacy Commissioner, who I will notify about this breach, is likely to ask for this information.

I have yet to see the Privacy incident report – did you complete that earlier today?

Regards

Out of scope
Information Advisor
Information Foundations | Information, Security and Identity Group
Te Manatū Whakahiato Ora | Ministry of Social Development
privacyofficer@msd.govt.nz
www.msd.govt.nz



From: Out of scope
Sent: Monday, December 23, 2024 4:39 PM

To: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>

Cc: Out of scope

Subject: RE: Stolen laptop and diary

IN-CONFIDENCE

Hi there,

To answer your questions:

- Yes, my Manager has been informed.
- The Police have also been informed.
- IT have advised that no-one can access the laptop as it has bitlocker installed to prevent access.
- I do not usually take my laptop home as no reason to do so, however last Friday I worked from another site (Taihape) on a recruitment panel and needed to do some work on the laptop prior to coming home to Whanganui. I travelled with another Manager and when we arrived back on site (approximately 5.30pm) I transferred my workbag to my personal car situated in the same lock-up as thought I might get a chance to catch up on some work on Sunday and was running late. I left the laptop bag in my vehicle (behind the driver seat on the floor) over the weekend. I didn't get an opportunity to work on Sunday and did not look for the bag. Our vehicle is usually locked, (auto lock) and I can not recall it being unlocked.
- I am unaware of how many client names or SWNs were in my Diary as I kept a 'to do' list each day – the type of information is f/u on complaints, RODs etc.

Please advise if you require any further information.

Nga mihi

Out of scope

Phone: Out of scope

Ministry of Social Development, 153 St Hill Street, Whanganui

From: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>

Sent: Monday, December 23, 2024 2:55 PM

To: Out of scope

Subject: RE: Stolen laptop and diary

Importance: High

IN-CONFIDENCE

Hi Out of scope

Thanks for your email.

The privacy incident form hasn't arrived but should arrive soon.

I have some queries which will help me assess the severity of the breach, and whether we need to notify the Office of the Privacy Commissioner.

Have you informed your manager about this theft?

Has IT advised whether information in the laptop can be accessed by whoever stole it?

Aside from client names, phone numbers and SWN numbers, what other client information (if any) is in your diary? How many client names approximately are likely to be in your diary?

Do you usually take client information home with you, and what was the reason for doing so on this occasion?

Thanks in advance.

Regards

Out of scope

Information Advisor
Information Foundations | Information, Security and Identity Group

Te Manatū Whakahiato Ora | Ministry of Social Development

privacyofficer@msd.govt.nz

www.msd.govt.nz



From: Out of scope

Sent: Monday, December 23, 2024 2:00 PM

To: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>

Subject: Stolen laptop and diary

IN-CONFIDENCE

Kia Ora,

Unfortunately, my diary along with my work laptop was stolen from my vehicle over the weekend. Of most concern is my diary which has untold information such as names and phone numbers, SWNs etc in it. I am unable to determine who's information is in this diary as it spans a whole year and I list my tasks in it every day.

I have reported this incident to Police and completed the Privacy incident form and IT stolen laptop form. Could you please notify if there is anything

else I can do?

Nga mihi

Out of scope

Phone:

Out of scope

Ministry of Social Development, 153 St Hill Street, Whanganui

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Out of scope]
To: [PrivacyOfficer \(MSD\)](#)
Cc: [Out of scope]
Subject: RE: Stolen laptop and diary
Date: Thursday, 9 January 2025 9:16:47 am
Attachments: [image002.png](#)
[image003.jpg](#)

IN-CONFIDENCE

Kia Ora [Out of scope]

I heard from a Police Officer the following day who advised they had 3 other instances of items stolen from cars in driveways in the same vicinity as my home, over the same weekend. They can not take prints off modern vehicles given the material within them and they would let me know if anything is found, however they were unhelpful. They stated that in general any books/paperwork is generally dumped in favour of goods that can be on sold.

To date I have had no further follow-up and my diary has not shown up anywhere. At the time my husband and I hunted through the nearby bins, tracks and bushes around our home to no avail.

Nga mihi

[Out of scope]

Phone: [Out of scope]

Manaaki | Whanau | Mahi Tahi | Tika me te pono

Whanganui Service Centre 153 St Hill Street



[SEEMail]

From: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>

Sent: Thursday, January 9, 2025 9:07 AM

To: [Out of scope]

Cc: [Out of scope]

Subject: RE: Stolen laptop and diary

Hi [Out of scope]

Happy New Year!

I'm following up on the privacy breach which you reported to us last month. Have you heard anything from Police about the theft of the laptop and diary?

I don't intend to contact you again about this matter but please advise if the diary (in particular) is returned. We will need to notify the affected clients.

Regards

Out of scope

Information Advisor

Information Foundations | Information, Security and Identity Group

Te Manatū Whakahiato Ora | Ministry of Social Development

privacyofficer@msd.govt.nz

www.msd.govt.nz



From: PrivacyOfficer (MSD)

Sent: Monday, December 23, 2024 2:55 PM

To:

Out of scope

Subject: RE: Stolen laptop and diary

Importance: High

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Thanks in advance.

Regards

Out of scope

Information Advisor

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Te Manatū Whakahiato Ora | Ministry of Social Development

privacyofficer@msd.govt.nz



From: Out of scope
Sent: Monday, December 23, 2024 2:00 PM
To: PrivacyOfficer (MSD) <PrivacyOfficer@msd.govt.nz>
Subject: Stolen laptop and diary

IN-CONFIDENCE

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