



21 July 2026

Tēnā koe

Official Information Act request

Thank you for your email of 30 June 2026, to the Ministry of Social Development (the Ministry), in which you requested information about requests made under the Privacy Act 2020 (Privacy Act).

Please note, part 7 of your request is being addressed under the Privacy Act. You can expect to receive a response from the Ministry on this part of your request separately, in due course.

I have considered the remaining parts of your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. The total number of Privacy Act 2020 subject access requests received by MSD in each of the financial years 2022-23, 2023-24, and 2024-25, and in the period 1 July 2025 to the date of this request.*
- 2. Of those requests, the number responded to within the 20 working day statutory deadline in each period.*
- 3. The number of Privacy Act subject access requests that resulted in deemed refusals — defined as requests that received no response within the statutory deadline — in each period.*

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task as this information is not centrally recorded. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your requests given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

- 4. The number of Privacy Commissioner complaints received by MSD relating to Privacy Act subject access requests in each period.*

The Ministry has been notified of the following Privacy Act complaints by the Office of the Privacy Commissioner, in the financial years requested:

- FY2022/23 – 9 complaints
- FY2023/24 – 15 complaints
- FY2024/25 – 14 complaints
- FY2025/26 – 11 complaints

5. *Any internal policy, guidance, or standard operating procedure governing how MSD prioritises or sequences Privacy Act subject access requests – including whether requests from people engaged in active dispute processes or formal proceedings receive any different treatment.*

I have identified a small amount of information in the Ministry's process guide on *Personal Information Requests from Clients* in scope of your request. I have provided you with the relevant excerpt from this guide in the attached **Appendix**, under section 16(1)(e) of the Act.

6. *Any internal audit, review, or report produced in the last three years examining MSD's compliance with Privacy Act subject access request response obligations.*

I am refusing the above part of your request under section 18(e) of the Act, on the basis that the information requested does not exist.

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

Appendix – Excerpt under section 16(1)(e)

They can ask that the request be treated with urgency

An individual may ask that a Privacy Act request be treated as urgent. However, [Section 41](#) provides that the requestor must state the reason why the request should be treated as urgent. If we receive a request that has been asked to be treated as urgent, we must consider the request, and the reason stated for its urgency when deciding on what priority will be given in responding to the request.