



16 February 2021

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED]

Thank you for your email of 21 January 2021 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting the following information under the Official Information Act 1982 (the Act):

- *How many Privacy Act requests were made to Oranga Tamariki-Ministry for Children in the last year, and;*
  - *How many were responded to, and*
  - *How many were responded to in the legally valid time frame, and*
  - *How many were disregarded.*

In the calendar year 2020 (1 January 2020 to 31 December 2020), 9013 requests were made to Oranga Tamariki under the Privacy Act 2020.

A total of 6512 requests were responded to within 20 working days.

On 20 March 2020, our Customer Information Requests (CIR) team moved to a new digital workplace, which allowed CIR to start reporting on different request outcomes. Please note that where you have asked for the number of requests that were 'disregarded', we have interpreted this to mean the number of requests that were refused in full? Since 20 March 2020, 427 requests were refused. Of these, 414 were refused in full under section 53(a) of the Privacy Act 2020, as the information requested did not exist or could not be found.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@ot.govt.nz](mailto:OIA_Requests@ot.govt.nz).

If you are not satisfied with this response, you have the right to ask an Ombudsman to review this decision. Information about this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by a series of loops and a final upward stroke.

Steve Groom

**General Manager, Public, Ministerial and Executive Services**