![Inland Revenue Te Tari Taake logo]

16 August 2023

Amanda Murtagh
fyi-request-23448-fb7d0db6@requests.fyi.org.nz

Dear Amanda Murtagh

Thank you for your request made under the Official Information Act 1982 (OIA), received on 9 July 2023. You requested the following:

> I refer to a technical issue where correspondence is sent from the Inland Revenue Department (IRD) via the myIR website.
>
> The technical issue involving, correspondence sent to a customer directly via myIR from the IRD having the status of marked/indicated as viewed, prior to an individual, tax agency or employee of a tax agency having viewed the correspondence.
>
> 1. How many Tax Agencies are affected by this technical issue?
> 2. How many myIR individual users are affected by this technical issue?.
> 3. How many myIR company user accounts are affected by this technical issue?
> 4. What date did the Inland Revenue Department notify affected users of the myIR website that this technical issue has occurred?
> 5. Correspondence of this notification.

On 9 August we advised you that we were working to provide you with a response without further undue delay. I apologise again for failing to provide a response to your request within the statutory timeframe.

Background

Inland Revenue's *myIR* system (myIR) underwent an update in November 2021, called *Version 12*. This update was carried out in response to feedback received from tax agents stating they were receiving too many notifications from Inland Revenue in relation to their clients. A rule was therefore created in myIR to mark letters as "read" in certain circumstances.

This rule was also applied to cover general customer communication; for example, when Inland Revenue issues a physical letter as well as a digital letter to a customer, *myIR* will mark the digital letter as "read".

As part of Version 12, Inland Revenue implemented a subscription service (the service) for tax agents. The service means tax agents will only receive notifications for customer accounts they have subscribed to. For customer accounts tax agents are not subscribed to, *myIR* automatically marks letters issued as "read".

Therefore, Inland Revenue is confidently able to confirm that: the service implemented in myIR as part of Version 12 is working as intended, that no technical issue exists, and that there is no unauthorised access to customer accounts. More information on managing client mail subscriptions and alerts for tax agents is available at: www.ird.govt.nz/roles/tax-agents/managing-client-mail-subscriptions-and-alerts-ta.

Response to your OIA questions

As no technical issue exists, I am refusing your request in full under section 18(g) of the OIA, as the information requested is not held by Inland Revenue. MyIR is working as advocated for by the tax agent community, and therefore no further communication has been distributed to customers about the service other than communications part of the Version 12 release in 2021.

Right of Review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue via: commissionerscorrespondencx@xxx.xxvt.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 via email at: info@ombudsman.parliament.nz.

If you choose to have an internal review, you can still ask the Ombudsman for a review.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you for your request.

Yours sincerely

Dan Blank
Domain Lead – Digital & Customer Experience