

16 October 2023

Scott

fyi-request-23693-73dc2e37@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-028030

Thank you for your email of 24 September 2023, asking for the following information under the Official Information Act 1982 (the Act):

The documents firstly provided in respect to this OIA request make no reference what so ever to redirecting all emails from a client to a single ACC mail account. The subsequent response by ACC "Email redirection is a function inherent to the email system".

- *When you advised the "email system" are you referring to the ICT platform administered by Datacom under contract to ACC?*
- *If you did mean the Datacom platform, please provide the following information; all white papers, policies etc that support the actions of an ACC Security Advisor in sending instructions to Datacom's service desk to implement a re-redirect of all mail receive from a claimants email address to a specified ACC mail box.*

Our response

Yes, 'email system' in our previous response of 11 September 2023 (our ref: GOV-027062), refers to the ICT platform administered by Datacom under contract to ACC. The email system used currently is administered internally.

ACC does not hold policies on email redirection specifically. As such, we are refusing your request as the information does not exist. This decision has been made under section 18(e) of the Act.

To initiate an email redirection for a client, a request by ACC's security advisor is lodged with ACC's service desk and completed. The security advisor can log a request for email redirection of a client when the content of the emails contain, among other things, the following:

- excessive amounts of irrelevant correspondence
- inappropriate language
- threatening language
- correspondence not relevant to the person that is being sent continuous emails, and
- correspondence affecting the mental wellbeing of the staff member due to the personal or inappropriate nature of the emails

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



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