

27 October 2021

Richard Hart

fyi-request-16917-2ea8dbc7@requests.fyi.org.nz

Tēnā koe Richard

Your Official Information Act request, reference: GOV-014330

Thank you for your email of 28 September 2021, asking for the following information under the Official Information Act 1982 (the Act):

1. *The number of people that are part of the group with access to information submitted through the assisted recovery email address (assistedrecovery@acc.co.nz)*

Our Response

All of our 420* Assisted Recovery staff have access to the assistedrecovery@acc.co.nz email address. There is a separate email address that is used for clients with a sensitive claim being supported in Assisted Recovery. This email has access restricted to 22* specially trained Assisted Recovery staff. Please note that while these numbers are correct as at the day this response was sent, they may change over time due to staff movement within ACC, or people joining or leaving the organisation.

We take the privacy of the information we hold very seriously. How we collect, secure, use and share information is governed by the Privacy Act and the Health Information Privacy Code.

Everyone who works at ACC signs our Code of Conduct, which sets out that employees are expected to maintain the highest standards of integrity, discretion and ethical conduct when performing their duties. Accessing information that an employee does not need to see can be considered serious misconduct.

Who to Contact

If you have any questions, you can email me at GovernmentServices@acc.co.nz

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support