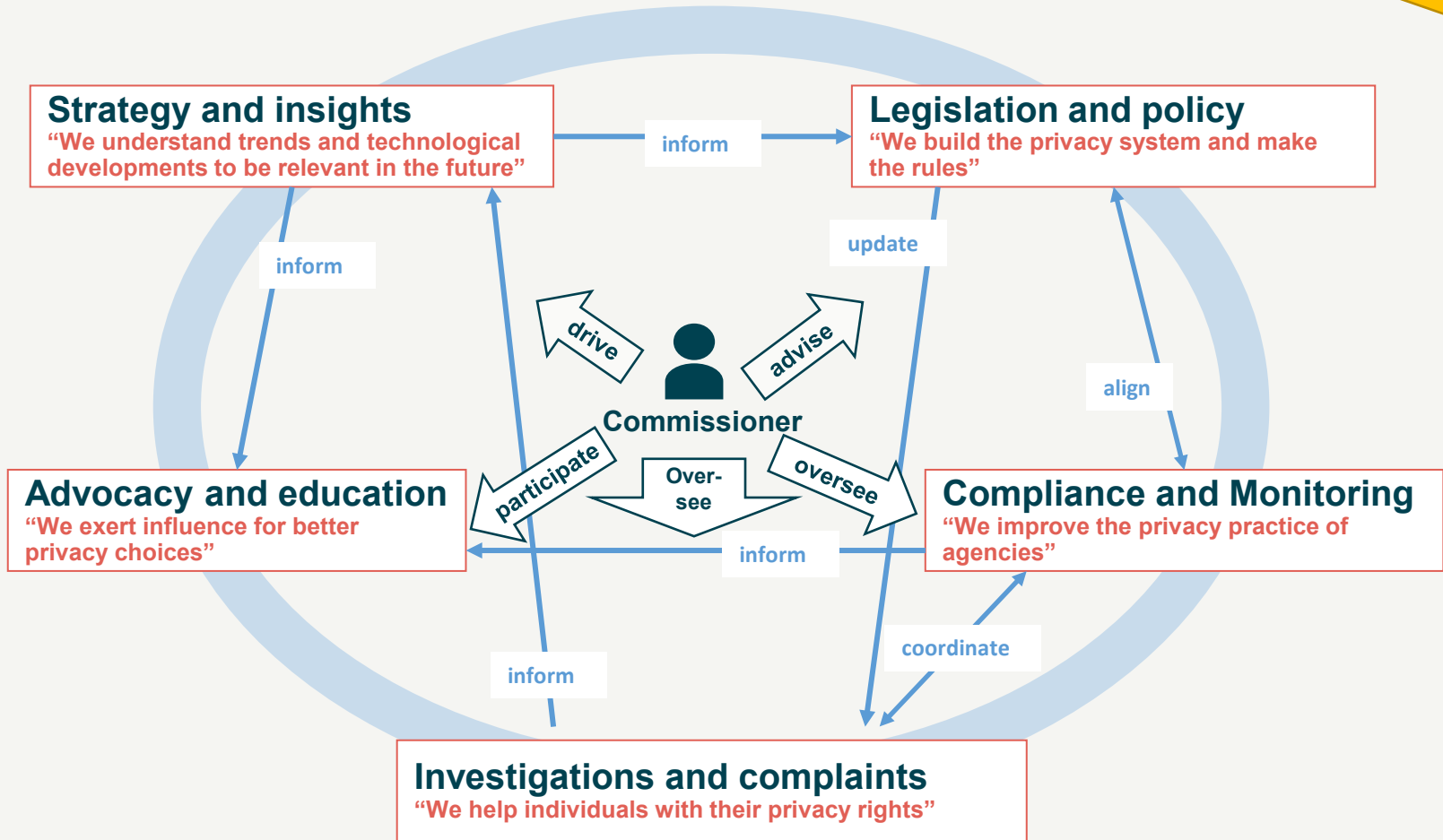


Functions of the OPC

Organising model

First thoughts



Strategy and insights

“We understand trends and technological developments to be relevant in the future”

Mandate

The Office is expected to monitor trends, develop insights, conduct research and report back on it. (Section 12/1/ j, k, m, n, q)

Measures of success

- Invitations to international and national speaking events on topics of public interest and future trends
- Media coverage
- Informed internal decision making

Key activities

- Identify best practices, trends and challenges to privacy in NZ and internationally
- Lead privacy research and technological assessments
- Develop and communicate strategy internally
- Orchestrate business intelligence activities

Processes and tasks

- Develop and coordinate delivery of a governance strategy.
- Develop and own the relationship management strategy.
- Facilitate informed SLT decision making. Coordinate, monitor and communicate strategy implementation.
- Lead statistics and business analytics practices.
- Engage in literature reviews and commissioning of research.
- Assess technological changes and coordinate with international counterparts on analysis and evaluations.
- Coordinate international engagements and relations.



Legislation and policy

“We guide the privacy system and make the rules”

Mandate

The Office has a role in reviewing draft legislation and commenting on both government's and the private sector's policy proposals. The Office must also report on the operation of its own Act. (Section 13(1) (f, j, k, l, o, q, r) and Section 26)

Measures of success

- Privacy supportive legislation
- Policies and proposals that take a privacy by design approach
- Legal powers that support the Office's mandate

Key activities

- Provide advice to government, Ministers, Parliament and private sector
- Prepare reports and submissions
- Implement strategy around areas for policy focus

Processes and tasks

- Prepare and deliver advice to agencies on policy proposals
- Report on areas affecting individual privacy
- Report on the operation of the Privacy Act
- Prepare submissions to Parliament and HRRT
- Work on OIA requests and ombudsman consults



Compliance and Monitoring

“We improve the privacy practice of agencies”

Mandate

The Office has a role in promoting compliance with its Codes, notices, directions, information sharing programs and principles. The Office also has a role in conducting inquiries into matters affecting the privacy of individuals.

(Section 13(1) (b, k, m, s), 96W, 96 X and clause 96A, 124)

Measures of success

- Engaged and cooperative agencies
- Improved identification and response to systemic issues
- Improved business intelligence

Key activities

- Identify systemic compliance issues and (negative) trends
- Develop and prioritise a programme of work for audits/ OMIs
- Monitor and follow up on compliance

Processes and tasks

- Receive input from investigations/complaints function and business intelligence
- Align on legislative implications from policy function
- Prepare compliance work plan
- Prepare compliance reports for information sharing programs and Codes
- Monitor trends in policy and complaint work
- Review data breach reporting and follow up on outcomes
- Monitor compliance with compliance notices/access directions
- Undertaking audits of information systems at agencies request
- Undertake own motion inquiries



Advocacy and education

“We exert influence for better privacy choices”

Mandate

The Office has a role in educating both agencies and individuals about privacy good practice. The Office also has a role in advocating for privacy positive behaviours and technology.
(Section 13(1) a, g, h, n)

Measures of success

- Network strategy to work with key multipliers and opinion leaders (non-profit and private sector organisations)
- Strength of inter-agency networks and ability to set government agendas
- Number of young NZers reached meaningfully

Key activities

- Understand the privacy challenges and risks of different individuals in NZ
- Deliver on networked information and education strategy
- Liase with other agencies on government agenda setting
- Advocate for privacy to be part of school curriculums and academic research areas
- PR and media engagement

Processes and tasks

- Develop and coordinate delivery of an education and information strategy, including
 - a) Identify key sectors, demographic groups and vulnerable NZers the Office wishes to reach
 - b) Develop clear and consistent messages,
 - c) Align with government, non-profit and private sector organisations on areas of joint interest and cooperation opportunities
 - d) Engage with network of multipliers to disseminate key messages
- Set up and work through inter-agency groups (e.g. Privacy as Human Right, Consumer Protection, Education)
- Develop and execute PR and media strategy and ad hoc engagements



Investigations and complaints

“We help individuals with their privacy rights”

Mandate

The Office has a role in investigating complaints about non-compliance with the Act from individuals. The Office has a strong dispute resolution focus.
(Part 8)

Measures of success

- Length of the complaint backlog
- Service quality provided
- Systemic issues identified for the compliance and monitoring function

Key activities

- Process complaints
- Run analytics on complaints
- Monitor service levels and customer satisfaction
- Make tactical changes to processes based on contextual factors
- Manage data breach notifications

Processes and tasks

- Handle complaints and follow investigations procedures
- Provide training and continuous improvement opportunities for staff
- Gather team insights on systemic challenges to support the business analysis function
- Workshop solutions for contextual responses
- Receive and process data breach notifications

