

10 May 2024

R Lewis  
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Our ref: OIA 111410

Tēnā koe R Lewis

### **Official Information Act request**

I am writing in response to your email dated 12 April 2024 where, under the Official Information Act 1982 (the Act), you requested information regarding phone call recordings. You asked:

*I understand that all phone calls made to the Auckland High Court (09 916 9600) are recorded. Can you please advise how long these recordings are supposed to be kept for?*

The Auckland High Court stopped getting direct calls when the Ministry of Justice's contact centre was established. All calls to 09 916 9600 are automatically answered by the contact centre where the recorded greeting says the call may be recorded. The contact centre retains calls for 12 months and then they are deleted.

Please note, my response with your personal details removed, may be published on the Ministry's website at: [justice.govt.nz/about/official-information-act-requests/oia-responses/](https://justice.govt.nz/about/official-information-act-requests/oia-responses/).

If you are not satisfied with this response, you have the right to make a complaint to the Ombudsman under section 28(3) of the Act. The Office of the Ombudsman may be contacted by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phone on 0800 802 602.

Nāku noa, nā



Griffyn Gully-Davies  
**Manager – Operations Support, Senior Courts**