

From: Out of Scope
To: Out of Scope
Subject: 2021 09 17 - Email: From Mosaic Chair to MSA about client files
Date: Monday, 29 November 2021 2:16:55 PM

From: 9(2)(a)
Sent: Friday, 17 September 2021 1:08 PM
To: 9(2)(a); 9(2)(a); 9(2)(a) >
Cc: 9(2)(a); 9(2)(a); Out of Scope; 9(2)(a); 9(2)(a); 9(2)(a)
Subject: All Mosaic client files to be transferred to MSA

Thank you 9(2)(a)

Kia ora 9(2)(a) and 9(2)(a) - can you please transfer all paper and digital client files over to MSA via 9(2)(a). Please let me know if there is anything the board can do to assist with this.

I understand that there is a lot underway today - both practically and emotionally this is a huge day. If we need to organise this client information transfer to occur in the next few weeks rather than today I am happy with that - as long as we ensure that records remain secure the entire time until transfer e.g. In locked rooms.

Ngā mihi
9(2)(a)

On Fri, 17 Sep 2021, 09:45 9(2)(a) > wrote:

MSA is willing to secure / store Mosaic client data and files.
The MMO agreement between Mosaic and MSA makes clear the ethical and legal storage needs to be in place. In this circumstance, electronic and hard copy data and files should be held for 7 years allowing clients to enquire of access information. Passing over passwords also needs to occur I suggest (this is akin to passing over the file keys). This cannot be an individual i.e. in the future circumstance of a client seeking information / enquiry / complaint for example, there needs to be a clear and accessible 'place' of enquiry.
I am open to meeting and discussing this handover.

Nga mihi

9(2)(a)

(MSA Trustee)

From: 9(2)(a) >
Sent: Thursday, 16 September 2021 2:37 PM
To: 9(2)(a); 9(2)(a)
Cc: 9(2)(a); 9(2)(a)

9(2)(a) ; Out of Scope ; 9(2)(a)

Subject: Formal request to MSA board to securely store Mosaic client files

Kia ora 9(2)(a)

The Mosaic board would like to make a formal request to the MSA board asking that MSA accept and securely store all physical and electronic client files collected by Mosaic.

Is this something MSA would be prepared to do?

Ngā mihi

RELEASED UNDER THE
OFFICIAL INFORMATION ACT