



31 July 2024

Tēnā koe

Official Information Act request

Thank you for your email of 5 July 2024, requesting information about call recordings, and the technological system used when staff are working from home. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

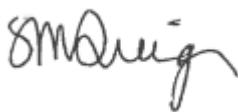
I can confirm that the systems used by contact centre staff when working from home are the same systems as when they are working from the office. These are the Integrated Communication Environment program (ICE) for inbound and outbound calls, and Verint to record these calls. As per Ministry policy, these recordings are stored for 90 days.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services