



2 December 2025

Tēnā koe

Official Information Act request

Thank you for your email of 4 November 2025, requesting information about the SuperGold application and data sharing and privacy.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- *Who is hosting this app and which organisation is harvesting the information on each person who has the app on their phone?*

The SuperGold website and mobile application is hosted on Amazon Web Services (AWS) servers and is managed by Boost Ltd on behalf of the Ministry. More information can be found here on AWS: www.dns.govt.nz/products-and-services/products-and-services-a-z/amazon-web-services-cloud-services-agreement-acsa.

Usage of both the mobile app and website are anonymous. Some details are collected via Google Analytics such as behavioural data such as usage patterns, feature interactions and (with user permission) location data and notification tokens so that users can be sent offer updates. However, information such as names, personal accounts, emails, payment information, SuperGold card numbers are not collected or stored. Details like location, preferred categories and favourites can be cleared by users at any time.

- *Does the operation of this app comply with NZ privacy laws?*

The Ministry is satisfied that its privacy notice regarding the SuperGold App found here: www.supergold.govt.nz/about_supergold/privacy reflects the treatment of personal information under the SuperGold app and complies with the Ministry's obligations under the Privacy Act. Please note that this page also references the Ministry privacy notice which can be found here: www.workandincome.govt.nz/about-work-and-income/privacy-notice/index.html

The Ministry's contractual arrangements in place with both AWS and Boost Limited contain obligations on each to comply with applicable laws, including the Privacy Act 2020. On the above basis, the Ministry is confident that the operation of the SuperGold App complies with the Privacy Act 2020.

- *I also want to know which international security organisation is responsible for the secure operation of this app and the privacy policy of all the organisations involved with the development of this app.*

The mobile app and website were developed and is still managed by Boost Ltd who have a New Zealand Marketplace agreement: www.dns.govt.nz/products-and-services/products-and-services-a-z/marketplace.

Your request for the privacy policy of Boost Ltd is refused under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

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.



Anna Graham
General Manager
Ministerial and Executive Services