



12 February 2025

Tēnā koe

Official Information Act request

Thank you for your email of 6 February 2025, requesting information about how long the Ministry holds call recordings between Work and Income staff and clients.

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

I can confirm that the Ministry holds recording of calls to our Contact Centres for 90 days after which they are deleted. More information on this can be found through the following link: www.workandincome.govt.nz/about-work-and-income/privacy-notice/collecting-your-information.html.

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