



13 November 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 15 September 2025, requesting information regarding individuals transitioning from ACC support to the Ministry of Social Development's (the Ministry) benefits.

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.

As I will discuss in response to your Question 5, the Ministry has a data matching agreement with ACC. You will see the response provides data we hold to address each of your questions. However, please note that this data only provides visibility on clients actively receiving assistance from both agencies. The Ministry is limited in how much information it holds around clients who were on ACC prior to applying for a benefit. This visibility relies on a client's medical practitioner noting this when they complete a medical certificate for a client, and as such, it is important to note that the data provided may not be a full reflection of the number of Ministry clients who were previously on ACC.

#### **1. General Transition Data (2019-2025)**

##### **Annual Statistics:**

- *Total number of individuals who received MSD benefits within 12 months of their ACC weekly compensation ceasing*
- *Breakdown by benefit type (Jobseeker Support, Supported Living Payment, etc.)*
- *Number specifically receiving medical certificates/medical exemptions for their benefit eligibility*

Please see Appendix 6, first page entitled *Number of grants and average time with 'ACC Finished' event from 1 July 2018 to 30 June 2025*, with the following tables.

- **Table 1:** Number of grants with 'ACC Finished' event from 1 July 2018 to 30 June 2025, by financial year, benefit, and age group
- **Table 2:** Number of grants with 'ACC Finished' event from 1 July 2018 to 30 June 2025, by financial year, benefit, and gender

- **Table 3:** Number of grants with 'ACC Finished' event from 1 July 2018 to 30 June 2025, by financial year, benefit, and ethnicity
- **Table 4:** Average timeframe to receive benefit after 'ACC Finished' event occurred from 1 July 2018 to 30 June 2025, by financial year
- **Table 5:** Number of grants with 'ACC Finished' event from 1 July 2018 to 30 June 2025, by financial year and timeframe to receive benefit.

#### ***Timeframe Analysis:***

- *Average time between ACC weekly compensation cessation and MSD benefit commencement*
- *Breakdown of transition timeframes (0-30 days, 31-90 days, 91-365 days)*

Please see Appendix 6, first page entitled *Number of grants and average time with 'ACC Finished' event from 1 July 2018 to 30 June 2025*, with the following tables.

- **Table 4:** Average timeframe to receive benefit after 'ACC Finished' event occurred from 1 July 2018 to 30 June 2025, by financial year
- **Table 5:** Number of grants with 'ACC Finished' event from 1 July 2018 to 30 June 2025, by financial year and timeframe to receive benefit.

## ***2. Medical Certificate/Health-Related Benefits***

#### ***Medical Exemption Data:***

- *Number of former ACC clients receiving benefits with medical certificates/health exemptions*
- *Duration of medical exemptions for this cohort*
- *Most common medical reasons cited in certificates for former ACC clients*
- *Percentage requiring ongoing medical exemptions vs temporary*

Please see Appendix 6, second page entitled *Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025*, with the following tables.

- **Table 1:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit and age group
- **Table 2:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit and gender
- **Table 3:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit, and ethnicity.

## ***3. TBI/Concussion Specific Data***

#### ***Where Available:***

- *Former ACC clients with TBI/concussion/head injury diagnoses transitioning to MSD support*
- *Benefit types accessed by this cohort*
- *Medical exemption rates for former TBI ACC clients*

- *Average duration on MSD support for this group*

Please see Appendix 6, third page entitled *Number of clients receiving benefit with 'ACC Finished' event and Head and internal injuries incapacity as at end of September 2025*, with the following tables.

- **Table 1:** Number of clients and duration on benefit with 'ACC Finished' event and Head & internal injuries incapacity as at end of September 2025, by benefit and age group
- **Table 2:** Number of clients and duration on benefit with 'ACC Finished' event and Head & internal injuries incapacity as at end of September 2025, by benefit, and gender
- **Table 3:** Number of clients and duration on benefit with 'ACC Finished' event and Head & internal injuries incapacity as at end of September 2025, by benefit and ethnicity.

#### **4. Correlation with ACC Section 103 Assessments**

##### ***If Data Linkage Possible:***

- *Individuals who transitioned to MSD benefits within 6 months of receiving ACC Section 103 vocational independence assessment*
- *Medical exemption rates for this specific cohort*
- *Any tracking of individuals deemed "vocationally independent" by ACC who subsequently required MSD medical support*

Please see Appendix 6, second page entitled *Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025*, with the following tables.

- **Table 1:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit and age group
- **Table 2:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit and gender
- **Table 3:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit, and ethnicity

Please note that this data is from our records that state 'ACC Finished', ie, ACC assistance has finished. Table 1 above notes the benefit exemption reason. The Ministry is not able to answer your specific query about those clients who have *transitioned to MSD benefits within 6 months of receiving ACC Section 103 vocational independence assessment*.

As explained in the response to your Question 6, the Ministry operates a data matching agreement with ACC, which permits ACC to disclose specific sets of data to the Ministry, for specific purposes, under the authority of section 281 of the Accident Compensation Act 2001. The Ministry is not able to request data from ACC.

Therefore, your request for specific information about Ministry clients who may have previously received ACC Section 103 vocational independence assessment,

is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

## **5. Work Readiness and Medical Status**

### **Assessment Data:**

- *Former ACC clients assessed as "not work ready" due to medical conditions upon MSD benefit application*
- *Instances of former ACC clients requiring Supported Living Payment due to ongoing incapacity*

Please see Appendix 6, second page entitled *Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025*, with the following tables.

- **Table 1:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit and age group
- **Table 2:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit and gender
- **Table 3:** Number of clients receiving benefit with 'ACC Finished' event with work test exemptions as at end of September 2025, by benefit, and ethnicity
- *Cases where GP medical certificates contradicted previous ACC vocational independence findings*

This information is refused under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual client files, which would each require manual review to respond to your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

## **6. Data Sharing and Coordination**

### **Inter-Agency Information:**

- *Any formal data sharing agreements between MSD and ACC regarding client transitions*
- *Protocols for handling cases where ACC cessation appears inconsistent with subsequent medical assessment*
- *Any analysis conducted on patterns of ACC-to-MSD transitions*

The Ministry operates a data matching agreement with ACC (the Agreement), which has been varied several times to update the technical details of what information is being shared and the methods by which that sharing is accomplished. These updates have been made to ensure the ongoing relevance and timeliness of the information shared and the security of the sharing methods. Further information about the Agreement is available on our website here:

[www.msd.govt.nz/about-msd-and-our-work/about-msd/our-responsibilities/matching-programmes-and-responsibilities/acc.html](http://www.msd.govt.nz/about-msd-and-our-work/about-msd/our-responsibilities/matching-programmes-and-responsibilities/acc.html).

The Agreement between ACC and the Ministry permits ACC to disclose specific sets of data to the Ministry, for specific purposes, under the authority of section 281 of the Accident Compensation Act 2001. The Ministry is not able to request data from ACC.

I refer you to the appendices below, which have been provided with this response:

- **Appendix 1:** Information Matching Agreement between Accident Compensation Corporation and Ministry of Social Development - ACC - MSD Weekly Compensation Match (May 2008) (the Agreement)
- **Appendix 2:** Amendment to the Agreement (January 2014)
- **Appendix 3:** Amendment to the Agreement (June 2016)
- **Appendix 4:** Variation of the Agreement (April 2025)
- **Appendix 5:** Revised Technical Standards Report Between Accident Corporation and the Ministry of Social Development for the ACC – MSD Weekly Compensation Match (April 2025).

Information matching provided for under the Agreement was first implemented in November 2005.

The purpose of this online information transfer between ACC and the Ministry is to:

- Identify individuals whose Ministry entitlements may have changed because they are receiving ACC payments, and
- Assist the Ministry in the recovery of outstanding debts.

In 2025, a variation to the agreement was made to allow more secure sharing of information using cloud-based data warehousing platforms.

The match is run weekly. Where it is identified that the Ministry does not appear to have any knowledge of the ACC payments, the Integrity Intervention Centre will identify all client records relating to the matched person and take any appropriate steps required to make sure their entitlement is correct.

Section 281 of the Accident Compensation Act 2001 allows disclosure by the Ministry to ACC in relation to persons receiving compensation based on their weekly earnings. This section permits the disclosure of such biographical information as is sufficient to identify those persons, including their addresses; and such details of the entitlement of those persons to receive compensation based on weekly earnings as are necessary for the purposes of section 281.

Details of section 281 of the Accident Compensation Act 2001, 'Disclosure of information by Corporation for benefit and debt recovery purposes,' are available here: [www.legislation.govt.nz/act/public/2001/0049/latest/DLM103402.html](http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM103402.html).

The Privacy Commissioner monitors information matching by government departments, as required under Schedule 1, section 11 of the Privacy Act 2020.

You can read the Privacy Commissioner's guidance to government agencies (including the Ministry and ACC) on their website here: [www.privacy.org.nz/about-us/information-sharing/information-matching/#Provisions](https://www.privacy.org.nz/about-us/information-sharing/information-matching/#Provisions).

An information match cannot prohibit the provision of certain information; however, all sharing is in line with the technical standards report (please see **Appendix 5**), which sets out the specific information fields that are transferred in the match.

I note that the information matching rules as set out in the Privacy Act 2020, Schedule 6, prohibit the use of unique identifiers unless their use is essential to the use of a programme. The Ministry – ACC information match uses the ACC number but specifically excludes it from the matching algorithm.

Please note that where the Ministry considers the sharing of personal information, we ensure protocols are designed to ensure we comply not only with the Privacy Act 2020 and then we assess them under our Security, Privacy, Human Rights and Ethics risk assessment framework to ensure it meets our standards and any applicable legislation, with any residual risks certified and accredited.

The Ministry only shares personal information with other government agencies under an MOU, AISA or other information sharing agreement except in circumstances where the risks associated with it are sufficiently low and are recorded as such.

## **7. Regional/Demographic Breakdown**

### **Where Available:**

- *Age, gender, ethnicity breakdown for this cohort*

Appendix 6 contains tables (already referenced) with age, gender, ethnicity breakdown.

- *Geographic distribution of ACC-to-MSD transitions*
- *Any analysis of disproportionate impacts on specific populations*

Your request for this information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

### **Rationale**

*This information is sought to understand:*

- *Whether ACC claim cessations align with actual recovery/work readiness*
- *The extent to which medical conditions persist beyond ACC support cessation*
- *Potential gaps in inter-agency coordination*
- *Whether vulnerable populations are being inappropriately transitioned between agencies*

*I am particularly interested in cases where individuals require medical certificates for MSD benefits shortly after ACC determines them vocationally independent, as this may indicate premature claim cessation.*

There can be significant overlap in the funding and supports provided by ACC and the Ministry, depending on the individual client's circumstances:

- Income - If someone has an injury, ACC may provide weekly compensation if the person was in employment at the time of the injury, and is entitled to compensation; if they were not in employment at the time, they may be eligible for a benefit from us (which would either be JSS-HCD or SLP depending on the severity and permanence of the injury) instead of weekly compensation from ACC;
- Costs related to the injury - If someone has health costs associated with an injury, those costs may be met by ACC (depending on the type of costs and the correlation with the injury) – however, if ACC does not cover the costs, they may be eligible to get some of those costs covered under the Ministry's disability allowance funding: [www.workandincome.govt.nz/products/a-z-benefits/disability-allowance.html](http://www.workandincome.govt.nz/products/a-z-benefits/disability-allowance.html).

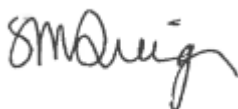
If clients receive weekly compensation from ACC after an injury, they may then proceed down a vocation independence assessment pathway – this process assesses whether they are able to be in employment, either part or full time, and the outcome of this determines whether they continue to receive weekly compensation from ACC or not. If they are deemed vocationally independent, then they may leave ACC's weekly compensation and apply for a benefit from us, depending on their circumstances. The Ministry wouldn't necessarily know the outcome of the vocational independence assessment, unless they chose to share that with us.

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](mailto: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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**

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# INFORMATION MATCHING AGREEMENT

between



**Accident Compensation Corporation**

and



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

**Ministry of Social Development**

**ACC – MSD Weekly Compensation Match**

Privacy Act 1993 section 99  
Injury Prevention, Rehabilitation and Compensation Act 2001 section 281

May 2008



# INFORMATION MATCHING AGREEMENT

between



*Te Kaporeihana Āwhina Hunga Whara*

## Accident Compensation Corporation

and



MINISTRY OF  
SOCIAL DEVELOPMENT

*Te Manatū Whakahiato Ora*

## Ministry of Social Development

### ACC – MSD Weekly Compensation Match

Privacy Act 1993 section 99

Injury Prevention, Rehabilitation and Compensation Act 2001 section 281

May 2008

# Table of Contents

|   |          |
|---|----------|
| <b>INFORMATION MATCHING AGREEMENT</b>                                   | <b>3</b> |
| 1 This Agreement  | 3        |
| 2 Introduction  | 3        |
| 3 Purpose of this Agreement   | 4        |
| 4 Definitions of Terms  | 4        |
| 5 Term and Termination  | 5        |
| 6 Notice to Persons Affected  | 5        |
| 7 Request and Supply of Information                                     | 5        |
| 8 Security of Information   | 6        |
| 9 No New Databank   | 6        |
| 10 Safeguards for Individuals Affected by the Results of this Programme | 6        |
| 11 Review   | 6        |
| 12 Dispute Resolution   | 6        |
| 13 Amendments   | 7        |
| 14 Technical Standards Report   | 7        |
| 15 Departmental Representatives   | 7        |
| <b>Schedule 1: Technical Standards Report</b>                           | <b>9</b> |
| 1 Key Terms and Their Definitions                                       | 9        |
| 2 Relevance, Timeliness and Completeness of Information                 | 9        |
| 2.1 Relevance of Weekly Compensation Information                        | 9        |
| 2.2 Timeliness of Weekly Compensation Information                       | 9        |
| 2.2.1 Claims included   | 9        |
| 2.2.2 Payments Included   | 10       |
| 2.3 Completeness of Weekly Compensation Information                     | 11       |
| 2.4 Integrity of the Weekly Compensation Information                    | 11       |
| 2.5 Format of Information   | 11       |
| 2.6 File Content  | 11       |
| 3 Matching Technique  | 13       |
| 3.1 Unique Identifiers  | 13       |
| 3.2 Nature of Matters being Sought to be Identified                     | 13       |
| 3.3 Matching Process - Matching Algorithm and Confirmation Procedures   | 13       |
| 4 Controls and Security   | 13       |
| 4.1 Transfer of Information   | 13       |
| 4.2 Disasters   | 14       |
| 4.3 Corrupted File  | 14       |
| 4.4 Destruction Protocols for the Information                           | 14       |
| 4.5 Time Limits   | 15       |
| 4.6 Databank of Previous Matches  | 15       |

# Table of Contents

|  |          |
|--|----------|
| <b>INFORMATION MATCHING AGREEMENT .....</b>                                  | <b>3</b> |
| 1 This Agreement.....  | 3        |
| 2 Introduction .....   | 3        |
| 3 Purpose of this Agreement.....   | 4        |
| 4 Definitions of Terms .....   | 4        |
| 5 Term and Termination.....  | 5        |
| 6 Notice to Persons Affected.....  | 5        |
| 7 Request and Supply of Information.....                                     | 5        |
| 8 Security of Information .....  | 6        |
| 9 No New Databank.....   | 6        |
| 10 Safeguards for Individuals Affected by the Results of this Programme..... | 6        |
| 11 Review .....  | 6        |
| 12 Dispute Resolution.....   | 6        |
| 13 Amendments.....   | 7        |
| 14 Technical Standards Report.....   | 7        |
| 15 Departmental Representatives.....   | 7        |
| <b>Schedule 1: Technical Standards Report .....</b>                          | <b>9</b> |
| 1 Key Terms and Their Definitions.....                                       | 9        |
| 2 Relevance, Timeliness and Completeness of Information .....                | 9        |
| 2.1 Relevance of Weekly Compensation Information .....                       | 9        |
| 2.2 Timeliness of Weekly Compensation Information .....                      | 9        |
| 2.2.1 Claims included.....   | 9        |
| 2.2.2 Payments Included.....   | 10       |
| 2.3 Completeness of Weekly Compensation Information.....                     | 11       |
| 2.4 Integrity of the Weekly Compensation Information.....                    | 11       |
| 2.5 Format of Information.....   | 11       |
| 2.6 File Content.....  | 11       |
| 3 Matching Technique.....  | 13       |
| 3.1 Unique Identifiers .....   | 13       |
| 3.2 Nature of Matters being Sought to be Identified.....                     | 13       |
| 3.3 Matching Process - Matching Algorithm and Confirmation Procedures .....  | 13       |
| 4 Controls and Security.....   | 13       |
| 4.1 Transfer of Information.....   | 13       |
| 4.2 Disasters.....   | 14       |
| 4.3 Corrupted File .....   | 14       |
| 4.4 Destruction Protocols for the Information .....                          | 14       |
| 4.5 Time Limits.....   | 15       |
| 4.6 Databank of Previous Matches .....                                       | 15       |

# INFORMATION MATCHING AGREEMENT

## 1 This Agreement

This Information Matching Agreement (Agreement) is made:

**BETWEEN** The Chief Executive of the Ministry of Social Development (MSD)  
**AND** The Accident Compensation Corporation (ACC).

## 2 Background

This Agreement is for the provision of information for the ACC - MSD Weekly Compensation Match (hereafter known as the ACC - MSD Match). The ACC - MSD Match is an authorised information matching programme pursuant to section 281(2) of the Injury Prevention, Rehabilitation and Compensation Act 2001.

The Parties note that sharing of information between New Zealand public sector agencies must be done in accordance with the Privacy Act 1993. Both ACC and MSD are specified agencies pursuant to section 97 of the Privacy Act 1993. This Agreement is the Information Matching Agreement required by section 99 of the Privacy Act 1993.

The Parties believe that the provisions of this Agreement are at least as onerous as the Information Matching Rules, which are found in the Fourth Schedule of the Privacy Act 1993. If any provision of this Agreement is held to be less onerous than its corresponding provision in the Information Matching Rules, then the Parties shall comply with the relevant rule.

MSD shall ensure that a copy of this Agreement and its Schedules, and any amendments or variations to this Agreement, is forwarded to the Office of the Privacy Commissioner.

## 3 Introduction

Section 281 of the Injury Prevention, Rehabilitation and Compensation Act 2001 allows ACC to disclose Information about people receiving compensation based on weekly earnings to MSD so that MSD can verify:

- the entitlement or eligibility of any person to or for any Benefit; or
- the amount of any Benefit to which any person is or was entitled or to which any person is or was eligible.

Section 281(3) allows ACC to provide MSD with:

- such biographical information as is sufficient to identify those persons, including their addresses; and
- such details of the entitlement of those persons to receive compensation based on weekly earnings as are necessary to verify those persons' the entitlement or eligibility of any person to or for any Benefit, or the amount of any Benefit to which any person is or was entitled or to which any person is or was eligible.

#### 4 Purpose of this Agreement

This Agreement is intended to provide a framework for the supply of Information to MSD, pursuant to section 281 of the Injury Prevention, Rehabilitation and Compensation Act 2001. This Agreement only relates to the supply and matching of Information about people receiving compensation from ACC based on weekly earnings.

This Agreement states the respective obligations of each Party and records the terms and conditions under which the Parties agree to supply and use information exchanged under this Agreement.

#### 5 Definitions of Terms

Terms defined in section 97 of the Privacy Act 1993 shall have the same meaning in this Agreement, as they do in that enactment. In this Agreement, unless the context otherwise requires, it is agreed that:

**ACC** means the Accident Compensation Corporation, a Crown entity.

**Agreement** means this Information Matching Agreement and its schedules, incorporating the Technical Standards Report and any variation reports made by the Parties.

**Benefit** has the same meaning as in section 3(1) of the Social Security Act 1964, but also includes:

- lump sum funeral grants payable under section 61DB, 61DC or 61DD of that Act;
- any special assistance granted under a ministerial welfare programme established under sections 124(1)(d) and 124(1)(da) of that Act; and
- Student Allowances paid under section 303 of the Education Act 1989.

**Effective Date** means the date on which the Parties signed this Agreement.

**Information** means personal information provided by ACC to MSD under this Agreement and **Data** has a corresponding meaning.

**Match Run** means the individual, re-occurring instances of the Programme that will occur on a routine or ad-hoc basis.

**MSD** means the Ministry of Social Development, a government department.

**NDMC** means the National Data Match Centre, a business unit within MSD that has responsibility for the administration and efficient operation of this Programme.

**Party** means ACC or MSD and **Parties** has a corresponding meaning.

**Privacy Commissioner** means the Privacy Commissioner appointed under section 12 of the Privacy Act 1993.

**Programme** means the authorised information matching programme authorised by section 281 of the Injury Prevention, Rehabilitation and Compensation Act 2001, and operated under this Agreement.

**Technical Standards Report** means the report or reports attached to this Agreement containing the detailed technical standards to govern the operation of the Programme.

## **6 Term and Termination**

This Agreement comes into force on the Effective Date and shall continue in force from that date on, unless either Party terminates this Agreement by giving three months written notice to the other Party.

## **7 Notice to Persons Affected**

Each Party will take reasonable steps, which may include public notification on departmental websites and pamphlets, to ensure that the individuals who may be affected by this Programme are notified of its existence.

## **8 Confidentiality**

In relation to the performance of this Agreement the parties agree that:

- subject to both parties obligations under the Official Information Act 1982, neither party will release any information arising from this Agreement to the media or public without first obtaining an agreement to do so from the other party on the form and content of the information;
- if there is a matter of concern, neither party will discuss the matter in public until it has first been fully discussed between the parties;
- if the parties are unable to resolve any matters of concern, either ACC or MSD may utilise the dispute resolution process outlined in clause 12 of this Agreement.

## **9 Request and Supply of Information**

Requests for Information from ACC will be in the format as specified in the Technical Standards Report attached to this Agreement, and shall only be made by the MSD Data Co-ordinator.

Supply of Information to MSD will be in the format as specified in the Technical Standards Report attached to this Agreement, and shall only be made by the ACC Data Co-ordinator.

Both Parties will take all reasonable steps to comply with a mutually agreed schedule for the supply of data as specified in the Technical Standards Report

## 10 Security of Information

MSD will make all reasonable arrangements to maintain the security of the Information supplied by ACC, protecting it against such risks as unauthorised access, collection, use, disclosure and disposal.

MSD will advise ACC as soon as practical of any circumstances, incidents or events that, to its knowledge, have jeopardised or may in future jeopardise the privacy of individuals subject to this Programme; or the security of any computer system in its custody that is used to collect or use the Information.

If ACC reasonably believes that the privacy of individuals subject to this Programme has been, or may be breached, then it may suspend the operation of this Programme for up to three months to give the Parties the opportunity to remedy the breach or possible breach.

## 11 No New Databank

The Parties will not permit personal information used in the Programme to be linked or merged in such a way, that it creates a new, separate, permanent register or databank of personal information about all or any of the individuals who have been subject to the Programme.

Clause 11 does not prevent MSD from maintaining a register for the purpose of excluding individuals from being selected for the Programme, but such register shall contain only the minimum amount of information necessary for that purpose.

## 12 Safeguards for Individuals Affected by the Results of this Programme

MSD shall establish reasonable procedures for confirming the validity of discrepancies before it seeks to rely on them as a basis for adverse action against an individual. Those procedures are detailed in paragraph 3.3 of the Technical Standards Report.

Where such confirmation procedures involve direct communication with the individual affected, MSD shall notify any such individual that the Information supplied by ACC has not been independently verified.

## 13 Review

The Parties agree to undertake joint reviews of this Agreement, its Schedules and the Programme on an annual basis or whenever either Party believes, on reasonable grounds, that such a review is necessary.

The Parties shall co-operate with each other in any review and will use their reasonable endeavours to make available the necessary resources, facilities and assistance to facilitate each joint review.

## 14 Dispute Resolution

The parties agree that any dispute that arises under this Agreement will be resolved as follows:

- Both parties will act in a spirit of good faith and co-operation and will endeavor to resolve the dispute by agreement.
- If the dispute is not resolved by agreement within 10 working days, the party alleging the dispute may promptly give written notice of the dispute to the other party.
- The ACC Data Co-ordinator and MSD Data Co-ordinator will have 10 working days from the date of the notice to resolve the dispute.
- If the dispute is not resolved as above, the dispute may be referred to the Chief Executive of ACC and the Chief Executive of MSD (or their delegates) for resolution within 20 working days or such other period agreed by the Chief Executive of ACC and the Chief Executive of MSD.

The Parties shall continue to fully comply with their obligations under this Agreement despite the existence of any dispute.

## **15 Amendments**

Both Parties will use all reasonable endeavours to operate the Programme in terms of this Agreement and its Schedules. Any Party proposing a variation to this Agreement and its Schedules shall give reasonable notice to the other Party of the proposed variation, and the reason for it. MSD undertakes to provide the Privacy Commissioner with a copy of any variations to this Agreement and/or its Schedules.

Any variations to this Agreement and its Schedules must be in writing, and be executed by the manager of NDMC on behalf of MSD and Tony Lahman on behalf of ACC, or their delegates.

## **16 Technical Standards Report**

Both Parties will use all reasonable endeavours to operate the Programme in terms of the Technical Standards Report or Reports attached to this Agreement as Schedule 1. Any Party proposing a variation to this Agreement and its Schedules shall give reasonable notice to the other Party of the proposed variation, and the reason for it.

Any variations to the Technical Standards Report must be in writing, and be executed by the manager of NDMC on behalf of MSD and Tony Lahman on behalf of ACC, or their delegates.

## **17 Departmental Representatives**

Both Parties shall each appoint a representative to oversee the operation of this Programme, and will ensure that the person is familiar with the requirements of this Agreement, its Schedules and the Privacy Act 1993.

Any query or difficulty with the Programme will, in the first instance, be referred to the appropriate Data Co-ordinator for clarification and resolution.

All notices and other communication between the Parties under this Agreement shall be sent to the addresses below.

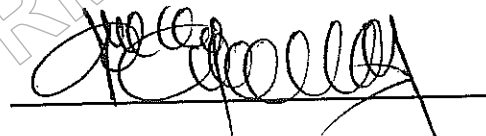


| Ministry of Social Development  | Accident Compensation Corporation  |
|---|--|
| Data Co-ordinator<br>National Data Match Centre<br>Ministry of Social Development<br>P O Box 30-091<br>Lower Hutt | Tony Lahman<br>Accident Compensation Corporation<br>PO Box 242<br>Wellington |
| Phone: (04) 916 1296<br>Fax: (04) 913 1720  | Phone: (04) 918 7700<br>Fax: (04) 918 7701                                   |

Signed by the Parties



for **Tony Gavin**  
Deputy Chief Executive  
on behalf of  
The Chief Executive of the  
Ministry of Social Development



**Gerard McGreevy**  
Chief Operating Officer  
on behalf of  
Accident Compensation Corporation

Date: 20/6/08Date: 30/05/2008

# Schedule 1: Technical Standards Report

## 1 Key Terms and Their Definitions

In addition to terms defined in this Agreement, in this Technical Standards Report:

**"AIMOS"** means the Automated Information Matching Operating System and is a case management tool that assists MSD to process its Authorised Information Matching Programmes.

**"Extract Period"** means the period since the last valid Information Match up until the previous Sunday in the case of routine weekly Programmes, or the period requested by MSD in the case of ad hoc requests.

**"IAP"** means the Information Analysis Platform that holds replicas of the data from core MSD application systems.

**"Information Comparison"** means the procedure described in clause 3.3 of this Technical Standards Report

**"Match"** means an individual Beneficiary's information held by MSD corresponds with information supplied by ACC about that same person;

**"NDMC"** means the National Data Match Centre.

## 2 Relevance, Timeliness and Completeness of Information

### 2.1 Relevance of Weekly Compensation Information

The receipt of Weekly Compensation by a Beneficiary may affect the qualification of the Beneficiary receiving an entitlement or receiving the entitlement at a specific rate. The Information provided by ACC is the minimum amount necessary to ensure the reliability of the Programme.

### 2.2 Timeliness of Weekly Compensation Information

#### 2.2.1 Claims included

A claim may not be fully established by ACC for a period of up to two months from the date that the claim was made. During this period the claimant may receive interim payments until their circumstances are fully established.

Once the claimant's status has been fully established the data matching process will then be able to be undertaken. In order to ensure that the claimant has been fully established the initial data exchanged will occur at the end of the two month period.

The following claims will be included in the match data extracted by ACC

#### **Two-Month Anniversary**

A claim where the two-month anniversary date from when the payment for the claim was first made occurs within the extract period and the claim is still current. This will exclude claims that have been reviewed by MSD's Central Processing Unit (CPU) and a subsequent payment made by ACC to MSD.

### ***Expired/Ceased during Extract Period***

A claim where there has been no payment made to the claimant for a period of 6 weeks.

### ***Annual Anniversary***

A claim where the (annual) anniversary date of the first payment for the claim occurred during the Extract Period and the claim is still current.

## **2.2.2 Payments Included**

If a claim has been selected according to the claim criteria above, the following payment information is to be included in the file.

Specifically, if Weekly Compensation was paid between the First Payment Date and the Last Payment Date, inclusively, then the associated payment data is to be included in the file.

| Criteria for Claim Inclusion          | Period of Payment Data   |   | Length of Period                           |
|---------------------------------------|--|---|--|
|                                       | First Payment Date   | Last Payment Date   |  |
| Two-Month Anniversary                 | The date of first payment of claim, e.g., 15 March 2005.   | The two calendar month anniversary date if a payment occurred on that date otherwise the date of the payment that was made just prior to that date, e.g., 15 May 2005 or possibly 13 May 2005.                    | about 8 to 9 weeks                         |
| Expired/Ceased during Extract Period. | The date of the first payment after the (annual) anniversary of commencement of the claim, e.g., 15 March 2005 where 10 March is the anniversary.                        | The expiration or cessation date of the claim, e.g., 20 June 2005.  | at a minimum 1 week but less than 52 weeks |
| Annual Anniversary                    | The date of the first payment after the (annual) anniversary of commencement of the claim of the year in passing, e.g., 15 March 2004 where 10 March is the anniversary. | The anniversary date that occurred during the Extract Period if a payment occurred on that date else the date of the payment that was made just prior to that date, e.g., 15 March 2005 or possibly 9 March 2005. | approximately 52 weeks                     |

## 2.3 Completeness of Weekly Compensation Information

2.3.1 ACC conducts checks of the source information contained in its database at the time it is entered into the ACC computer system to ensure that it is complete.

2.3.2 The information supplied to MSD will be based on information that is entered on the ACC Databases.

2.3.3 Since the last valid Information Match in the case of routine weekly Programmes, or for the period requested by MSD in the case of ad hoc requests.

2.3.4 ACC will make available an updated data file representing 1 week's worth of Weekly Compensation Information at midday each Wednesday.

## 2.4 Integrity of the Weekly Compensation Information

2.4.1 Weekly Compensation Information is drawn from the ACC Pathways database.

2.4.2 ACC staff will check entries which have potential discrepancies and will also check a random sample of entries.

2.4.3 Both ACC and MSD will undertake quality checks on information to be used in the Programme, which may include a manual check on a sample extract from the Matched Information.

## 2.5 Format of Information

The file will be extracted from the PATHWAYS database and made available to MSD in XML format, which is to conform to the e-Gif XNAL standard

## 2.6 File Content

Each file will contain the following

| Record   | Quantity within Test Data File                            |
|----------|---|
| Checksum | one of  |
| Header   | one of  |
| Detail   | one for each component of weekly payment meeting criteria |
| Footer   | one of  |

### Header Record:

| Fields           | Expected Content Format | Details  |
|------------------|-------------------------|--|
| Extraction Date  | Date Time               | YYYY-MM-DDT12:00:00 (Date File Extracted)      |
| File Id          | Alpha/Numeric           | Details of Extraction Parameters (date ranges) |
| Source Agency    | Alpha                   | ACC  |
| Matching Agency  | Alpha                   | Ministry of Social Development                 |
| Information Type | Alpha                   | WEEKLY COMPENSATION                            |

|  |         |   |
|--|---------|---|
| Security Classification                | Alpha   | In-confidence   |
| Number of Event Records                | Integer | the number of clients recorded in the file  |
| Period covered:<br>From date – To date | Date    | YYYY-MM-DD – this should be the start date of the period covered by the extract, or ad hoc. |
|  | Date    | YYYY-MM-DD– this should be the end date of the period covered by the extract, or ad hoc     |

**Detail Record:**

| Field  | Max Field Length | Expected Content Format | Comments  |
|--|------------------|-------------------------|---|
| First Names (of claimant)  |                  | Alpha                   | If more than one name, each name is separated by 1 space. Mandatory field to be supplied. |
| Surname (of claimant)  |                  | Alpha                   | Mandatory field to be supplied.   |
| Alias First Names  |                  | Alpha                   | If more than one name, each name is separated by 1 space.                                 |
| Alias Surname  |                  | Alpha                   |   |
| Birth Date   |                  | Date                    | YYYY-MM-DD  |
| Home Address – Postal, then Residential if different than Postal |                  | Alpha/Numeric           | If ACC holds this in more than one field, please supply information as a string.          |
| Claim Number   |                  | Alpha/Numeric           |   |
| Case Manager Name  |                  | Alpha                   |   |
| IRD Number   |                  | Numeric                 |   |
| Earners Status   |                  | Alpha                   |   |
| Start date of compensation period                                |                  | Date                    | YYYY-MM-DD  |
| End date of compensation period                                  |                  | Date                    | YYYY-MM-DD  |
| Gross Amount of Payment  |                  | Numeric                 |   |
| PAYE (tax) amount  |                  | Numeric                 | The PAYE (tax) amount that is debited from the appended Gross payment                     |
| Payment Date   |                  | Alpha/Numeric           | The date the client received payment i.e. not the banking date.                           |
| Claimant Identifier  |                  | Numeric                 | Unique identifier for a given individual across all claims.                               |

**Footer Record:**

| Fields                  | Expected Content Format | Details                                    |
|-------------------------|-------------------------|--|
| Number of Event Records | Integer                 | the number of clients recorded in the file |

### **3 Matching Technique**

#### **3.1 Unique Identifiers**

3.1.1 The Inland Revenue Department (IRD) number is to be supplied. The IRD number will not be used in the matching algorithm. In circumstances where more than one MSD Client matches the Weekly Compensation record the IRD number will be used by MSD to verify which MSD client matches correctly to the recipient of Weekly Compensation.

3.1.2 The ACC Claimant Identifier is being used to identify groups of payments relating to a specific individual. The Claimant Identifier will not be used as part of any matching algorithm.

#### **3.2 Nature of Matters being Sought to be Identified**

MSD is seeking to identify individuals who received Weekly Compensation while on a Benefit; have continued to receive the Benefit; and have not informed MSD of their receipt of Weekly Compensation.

#### **3.3 Matching Process - Matching Algorithm and Confirmation Procedures**

3.3.1 On receipt of the ACC information MSD shall check the Information's structural integrity.

3.3.2 MSD will then institute a Match with MSD Active Client data. The data matching algorithm used will produce positive Matches that are weighted to indicate the match level, which indicates the probability that an MSD client is the person in the ACC Data. It is noted that MSD may need to add additional tests to the minimum matching classification as business experience enables further efficiencies. MSD will advise ACC of any change prior to production. MSD will make any necessary variations to this Agreement, the Technical Standards Report, or the Information Matching Privacy Impact Assessment and will advise the Privacy Commissioner accordingly.

3.3.3 The positive Matches will be bulk loaded into the NDMC operational computer system, AIMOS, for manual verification and processing. All Matches will be manually verified by checking gender, date of birth, spouse's name and address before any Adverse Action is initiated. NDMC may transfer individual positive Match data to other units within MSD for further processing.

3.3.4 It is only when MSD is of the belief that the Matched Information refers to the same individual in both data sets, that MSD will consider initiating Adverse Action.

### **4 Controls and Security**

#### **4.1 Transfer of Information**

4.1.1 The data shall be transferred electronically in XML format. The on-line transfer of data shall be protected by encryption and such other protective measures agreed to by the Parties, noting that the Privacy Commissioner is able to impose a requirement to use a particular or additional protective measure as a condition of granting approval for the on-line transfer. The Privacy

Commissioner has granted approval for the twelve months from 1 November 2005.

- 4.1.2 CDs are to be used as a back-up method of transfer if required. If CD is to be used, the data is to be supplied to MSD in XML format.
- 4.1.3 Either a secure courier or an authorised MSD employee will uplift the CD(s) from an authorized ACC employee in accordance with the mutually agreed schedule.
- 4.1.4 Data will be encapsulated within a password protected, compressed archive, with a checksum for a data integrity check.
- 4.1.5 ACC will undertake, at its discretion, a manual quality assurance process on the ACC Information prior to it being made available to MSD.
- 4.1.6 MSD will operate a checking process to ensure that the ACC Information received from ACC is valid and complete.
- 4.1.7 MSD will ensure that all Matched Information (including back up copies) is stored and used appropriately so that no unauthorised use or disclosure will take place.

## 4.2 Disasters

In the event of any disaster the Parties will co-operate, taking all reasonable steps to ensure the security and/or recovery of the match information.

## 4.3 Corrupted File

- 4.3.1 MSD shall immediately inform ACC of any supply of data which is found to be corrupted or otherwise unusable on receipt by MSD.
- 4.3.2 On receiving notice of any corrupted or unusable file ACC shall, as soon as practicable, provide to MSD a substitute file with the requested information.

## 4.4 Destruction Protocols for the Information

- 4.4.1 MSD will destroy Matched Information that does not disclose a Discrepancy as soon as practicable.
- 4.4.2 MSD will destroy Matched Information that reveals a Discrepancy as soon as practicable after it is no longer needed for the purposes of taking Adverse Action.
- 4.4.3 MSD may take a copy of Weekly Compensation Information as a backup, provided that any such copy is erased or overwritten within 28 days of the particular Match being successfully loaded into AIMOS.
- 4.4.4 MSD will maintain a record of Matched Information that has been successfully matched for 60 working days after the Match has been completed.
- 4.4.5 Deletion of data will be undertaken via the UNIX 'rm' command. There is no corresponding command line level command to restore the data. This will make the data irrecoverable

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- 4.4.5 Deletion of data will be undertaken via the UNIX 'rm' command. There is no corresponding command line level command to restore the data. This will make the data irrecoverable



## 4.5 Time Limits

- 4.5.1 The number of times per year for routine requests made under the Programme will be no more than 53, except for the ad hoc requests by MSD provided for in clause 4.5.2 of this Technical Standards Report.
- 4.5.2 MSD may make an ad hoc request for Weekly Compensation Information recorded by ACC over a specific period. These requests are not to exceed two per any twelve month period.
- 4.5.3 If Weekly Compensation Information used in a Match or the Matched information produced is corrupt then that Match will not be counted,

## 4.6 Databank of Previous Matches

- 4.6.1 MSD may maintain a databank of individuals who have been the subject of a Match for up to 2.5 years after the date of the Match, at which time their information will be purged.
- 4.6.2 The information held on this database will only be available to MSD systems administration and IT staff, once any applicable time limit set out in clause 4.4 above has been reached.
- 4.6.3 The databank will be held for the purpose of excluding individuals from being selected for investigation, and will contain the minimum amount of information necessary for this purpose.



*Te Kaporehanga Āwhina Hunga Whiara*

## **Amendment to the**

# **Agreement between The Chief Executive Accident Compensation Corporation**

**and**



**MINISTRY OF  
SOCIAL DEVELOPMENT**  
*Te Manatū Whakahiato Ora*

**The Deputy Chief Executive  
Ministry of Social Development**

**Technical Standards Report  
ACC – MSD Weekly Compensation Match**

**JANUARY 2014**

## AMENDMENT TO THE TECHICAL STANDARDS REPORT OF THE INFORMATION MATCHING AGREEMENT BETWEEN THE ACCIDENT COMPENSATION CORPORATION (ACC) AND THE MINISTRY OF SOCIAL DEVELOPMENT (MSD)

This amendment to the Technical Standards Report of the ACC – MSD Weekly Compensation Match Information Matching Agreement dated 21 November 2005 (the Agreement) between the Chief Executive of the Accident Compensation Corporation and the Deputy Chief Executive of the Ministry of Social Development is made on the \_\_\_\_\_ day of \_\_\_\_\_ 2013 (the Effective Date) between Iona Holsted, Deputy Chief Executive, Ministry of Social Development (MSD) and Scott Pickering, Chief Executive, Accident Compensation Corporation.

### 1. Background

The Agreement between ACC and MSD was implemented in November 2005.

A recent determination by the Office of the Privacy Commissioner (OPC) requires an amendment to the Technical Standards Report. The determination held that provision by one agency to another agency of a third agency's unique identifier counts as assignment of a unique identifier assigned by another agency, in contravention of principle 12(2) of the Privacy Act 1993.

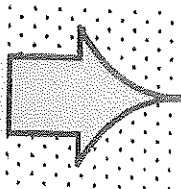
The Technical Standards Report currently provides that ACC supplies MSD with people's Inland Revenue Department (IRD) numbers. This amendment removes the reference to the supply of IRD numbers so that IRD numbers will no longer be supplied.

Secondly, the Technical Standards Report currently provides (in current clause 4.1.5) that data will be encapsulated within a password protected, compressed archive, with a checksum for a data integrity check. This amendment inserts the words "supplied on CD" to make it clear that these protection methods are only required for information being supplied on CD. CDs are used as a back-up method of information transfer. Protection of information supplied through the normal method of transfer (secure email) is specified in the current clauses 4.1.1 and 4.1.2 of the Technical Standards Report.

References to the Injury Prevention, Rehabilitation and Compensation Act 2001 in the Technical Standards Report are updated to refer to the Accident Compensation Act 2001 in accordance with Accident Compensation Amendment Act 2010.

### 2. Agreement

From the Effective Date, Schedule 1: Technical Standards Report of the Agreement is deleted and the Schedule 1: Technical Standards Report attached to this amendment as Appendix A is substituted. This amendment is made in accordance with clause 46 of the Agreement.



Iona Holsted  
Deputy Chief Executive  
on behalf of  
Ministry of Social Development

Date: 03/03/14

  
\_\_\_\_\_  
Scott Pickering  
Chief Executive  
on behalf of  
Accident Compensation Corporation

Date: 03 February 2013

## **APPENDIX A**

### **VARIATION TO THE TECHNICAL STANDARDS REPORT**

**Between**

**ACCIDENT COMPENSATION CORPORATION**

**And the**

**MINISTRY OF SOCIAL DEVELOPMENT**

**For the**

**ACC – MSD WEEKLY COMPENSATION MATCH**

**Privacy Act 1993 s99**

**Accident Compensation Act 2001 s281**

**November 2013**

## Schedule 1: Technical Standards Report

### 1 Key Terms and Their Definitions

In addition to terms defined in this Agreement, in this Technical Standards Report:

**"AIMOS"** means the Automated Information Matching Operating System and is a case management tool that assists MSD to process its Authorised Information Matching Programmes.

**"Extract Period"** means the period since the last valid Information Match up until the previous Sunday in the case of routine weekly Programmes, or the period requested by MSD in the case of ad hoc requests.

**"IAP"** means the Information Analysis Platform that holds replicas of the data from core MSD application systems.

**"Information Comparison"** means the procedure described in clause 3.3 of this Technical Standards Report

**"Match"** means an individual Beneficiary's information held by MSD corresponds with information supplied by ACC about that same person;

**"NDMC"** means the National Data Match Centre.

### 2 Relevance, Timeliness and Completeness of Information

#### 2.1 Relevance of Weekly Compensation Information

The receipt of Weekly Compensation by a Beneficiary may affect the qualification of the Beneficiary receiving an entitlement or receiving the entitlement at a specific rate. The Information provided by ACC is the minimum amount necessary to ensure the reliability of the Programme.

#### 2.2 Timeliness of Weekly Compensation Information

##### 2.2.1 Claims included

A claim may not be fully established by ACC for a period of up to two months from the date that the claim was made. During this period the claimant may receive interim payments until their circumstances are fully established.

Once the claimant's status has been fully established the data matching process will then be able to be undertaken. In order to ensure that the claimant has been fully established the initial data exchanged will occur at the end of the two month period.

The following claims will be included in the match data extracted by ACC

##### ***Two-Month Anniversary***

A claim where the two-month anniversary date from when the payment for the claim was first made occurs within the extract period and the claim is still current. This will exclude claims that have been reviewed by MSD's Central Processing Unit (CPU) and a subsequent payment made by ACC to MSD.

***Expired/Ceased during Extract Period***

A claim where there has been no payment made to the claimant for a period of 6 weeks.

***Annual Anniversary***

A claim where the (annual) anniversary date of the first payment for the claim occurred during the Extract Period and the claim is still current.

**2.2.2 Payments Included**

If a claim has been selected according to the claim criteria above, the following payment information is to be included in the file.

Specifically, if Weekly Compensation was paid between the First Payment Date and the Last Payment Date, inclusively, then the associated payment data is to be included in the file.

| Criteria for Claim Inclusion          | Period of Payment Data   |   | Length of Period                           |
|---------------------------------------|--|---|--|
|                                       | First Payment Date   | Last Payment Date   |  |
| Two-Month Anniversary                 | The date of first payment of claim, e.g., 15 March 2005.   | The two calendar month anniversary date if a payment occurred on that date otherwise the date of the payment that was made just prior to that date, e.g., 15 May 2005 or possibly 13 May 2005.                    | about 8 to 9 weeks                         |
| Expired/Ceased during Extract Period. | The date of the first payment after the (annual) anniversary of commencement of the claim, e.g., 15 March 2005 where 10 March is the anniversary.                        | The expiration or cessation date of the claim, e.g., 20 June 2005.  | at a minimum 1 week but less than 52 weeks |
| Annual Anniversary                    | The date of the first payment after the (annual) anniversary of commencement of the claim of the year in passing, e.g., 15 March 2004 where 10 March is the anniversary. | The anniversary date that occurred during the Extract Period if a payment occurred on that date else the date of the payment that was made just prior to that date, e.g., 15 March 2005 or possibly 9 March 2005. | approximately 52 weeks                     |

**2.3 Completeness of Weekly Compensation Information**

- 2.3.1 ACC conducts checks of the source information contained in its database at the time it is entered into the ACC computer system to ensure that it is complete.
- 2.3.2 The information supplied to MSD will be based on information that is entered on the ACC Databases.
- 2.3.3 Since the last valid Information Match in the case of routine weekly Programmes, or for the period requested by MSD in the case of ad hoc requests.

- 2.3.4 ACC will make available an updated data file representing 1 week's worth of Weekly Compensation Information at midday each Wednesday.

## 2.4 Integrity of the Weekly Compensation Information

- 2.4.1 Weekly Compensation Information is drawn from the ACC EOS database.
- 2.4.2 ACC staff will check entries which have potential discrepancies and will also check a random sample of entries.
- 2.4.3 Both ACC and MSD will undertake quality checks on information to be used in the Programme, which may include a manual check on a sample extract from the Matched Information.

## 2.5 Format of Information

The file will be extracted from the EOS database and made available to MSD in XML format, which is to conform to the e-Gif XNAL standard.

## 2.6 File Content

Each file will contain the following

| Record   | Quantity within Test Data File                            |
|----------|---|
| Checksum | one of  |
| Header   | one of  |
| Detail   | one for each component of weekly payment meeting criteria |
| Footer   | one of  |

### Header Record:

| Fields                                 | Expected Content Format | Details   |
|--|-------------------------|---|
| Extraction Date                        | Date Time               | YYYY-MM-DDT12:00:00 (Date File Extracted)   |
| File Id                                | Alpha/Numeric           | Details of Extraction Parameters (date ranges)  |
| Source Agency                          | Alpha                   | ACC   |
| Matching Agency                        | Alpha                   | Ministry of Social Development  |
| Information Type                       | Alpha                   | WEEKLY COMPENSATION   |
| Security Classification                | Alpha                   | In-confidence   |
| Number of Event Records                | Integer                 | the number of clients recorded in the file  |
| Period covered:<br>From date – To date | Date                    | YYYY-MM-DD – this should be the start date of the period covered by the extract, or ad hoc. |
|  | Date                    | YYYY-MM-DD – this should be the end date of the period covered by the extract, or ad hoc    |

**Detail Record:**

| Field  | Max Field Length | Expected Content Format | Comments   |
|--|------------------|-------------------------|--|
| First Names (of claimant)  |                  | Alpha                   | If more than one name, each name is separated by 1 space.<br>Mandatory field to be supplied. |
| Surname (of claimant)  |                  | Alpha                   | Mandatory field to be supplied.  |
| Alias First Names  |                  | Alpha                   | If more than one name, each name is separated by 1 space.                                    |
| Alias Surname  |                  | Alpha                   |  |
| Birth Date   |                  | Date                    | YYYY-MM-DD   |
| Home Address – Postal, then Residential if different than Postal |                  | Alpha/Numeric           | If ACC holds this in more than one field, please supply information as a string.             |
| Claim Number   |                  | Alpha/Numeric           |  |
| Case Manager Name  |                  | Alpha                   |  |
| Earners Status   |                  | Alpha                   |  |
| Start date of compensation period                                |                  | Date                    | YYYY-MM-DD   |
| End date of compensation period                                  |                  | Date                    | YYYY-MM-DD   |
| Gross Amount of Payment  |                  | Numeric                 |  |
| PAYE (tax) amount  |                  | Numeric                 | The PAYE (tax) amount that is debited from the appended Gross payment                        |
| Payment Date   |                  | Alpha/Numeric           | The date the client received payment i.e. not the banking date.                              |
| Claimant Identifier  |                  | Alpha/Numeric           | Unique identifier for a given individual across all claims.                                  |
| Accredited Employer Indicator                                    |                  | Alpha                   | Will indicate if a payment was made by ACC or by an Accredited Employer (Optional)           |
| Extract Indicator  |                  | Alpha                   | Will indicate the basis of why this claimant was included in the given extract (Mandatory)   |
| Transaction Code   |                  | Alpha                   | Includes textual details providing further business context to individual transactions       |

**Footer Record:**

| Fields                  | Expected Content Format | Details                                    |
|-------------------------|-------------------------|--|
| Number of Event Records | Integer                 | the number of clients recorded in the file |



### **3 Matching Technique**

#### **3.1 Unique Identifiers**

- 3.1.1 The ACC Claimant Identifier is being used to identify groups of payments relating to a specific individual. The Claimant Identifier will not be used as part of any matching algorithm.

#### **3.2 Nature of Matters being sought to be Identified**

MSD is seeking to identify individuals who received Weekly Compensation while on a Benefit; have continued to receive the Benefit; and have not informed MSD of their receipt of Weekly Compensation.

#### **3.3 Matching Process - Matching Algorithm and Confirmation Procedures**

- 3.3.1 On receipt of the ACC information MSD shall check the Information's structural integrity.
- 3.3.2 MSD will then institute a Match with MSD Active Client data. The data matching algorithm used will produce positive Matches that are weighted to indicate the match level, which indicates the probability that an MSD client is the person in the ACC Data. It is noted that MSD may need to add additional tests to the minimum matching classification as business experience enables further efficiencies. MSD will advise ACC of any change prior to production. MSD and ACC will agree any necessary variations to the Agreement, this Technical Standards Report, or the Information Matching Privacy Impact Assessment and will advise the Privacy Commissioner accordingly.
- 3.3.3 The positive Matches will be bulk loaded into the NDMC operational computer system, AIMOS, for manual verification and processing. All Matches will be manually verified by checking gender, date of birth, spouse's name and address before any Adverse Action is initiated. NDMC may transfer individual positive Match data to other units within MSD for further processing.
- 3.3.4 It is only when MSD is of the belief that the Matched Information refers to the same individual in both data sets, that MSD will consider initiating Adverse Action.

### **4 Controls and Security**

#### **4.1 Transfer of Information**

- 4.1.1 Approval from the Privacy Commissioner was received on 31 October 2006 for both Parties to transfer the Source and Match Information between the Parties by means of on-line computer connections, specifically via a secure email system.
- 4.1.2 The data shall be transferred electronically in XML format. The on-line transfer of data shall be protected by encryption and such other protective measures agreed to by the Parties, noting that the Privacy Commissioner is able to impose a requirement to use a particular or additional protective measure as a condition of granting approval for the on-line transfer.

- 4.1.3 CDs are to be used as a back-up method of transfer if required. If CD is to be used, the data is to be supplied to MSD in XML format.
- 4.1.4 Either a secure courier or an authorised MSD employee will uplift the CD(s) from an authorized ACC employee in accordance with the mutually agreed schedule.
- 4.1.5 Data supplied on CD will be encapsulated within a password protected, compressed archive, with a checksum for a data integrity check.
- 4.1.6 ACC will undertake, at its discretion, a manual quality assurance process on the ACC Information prior to it being made available to MSD.
- 4.1.7 MSD will operate a checking process to ensure that the ACC Information received from ACC is valid and complete.
- 4.1.8 MSD will ensure that all Matched Information (including back up copies) is stored and used appropriately so that no unauthorised use or disclosure will take place.

## 4.2 Privacy Commissioner Approval Conditions

- 4.2.1 ACC and MSD may, subject to the conditions set out below, transfer personal information by means of on-line computer connections between them in the course of operating the information matching programmes authorised by section 281 of the Accident Compensation Act 2001.

MSD will be responsible for ensuring that:

- 1. Both MSD and ACC:

- (a) use the New Zealand Government Secure Electronic Environment Mail ("S.E.E.Mail") system for all transfers of information authorised for these matches.
- (b) use dedicated mailboxes for the purpose of these transfers and that those mailboxes are not used for any other purpose.
- (c) set-up the mailboxes such that transfers of information cannot accidentally be sent outside the S.E.E.Mail system.
- (d) restrict access to those mailboxes to persons authorised to operate the information transfers.

- 2. The data extraction programs and other processes associated with the transfers ensure that only information relevant to the matches is exchanged.

## 4.3 Disasters

In the event of any disaster the Parties will co-operate, taking all reasonable steps to ensure the security and/or recovery of the match information.

## 4.4 Corrupted File

- 4.4.1 MSD shall immediately inform ACC of any supply of data which is found to be corrupted or otherwise unusable on receipt by MSD.
- 4.4.2 On receiving notice of any corrupted or unusable file ACC shall, as soon as practicable, provide to MSD a substitute file with the requested information.

#### 4.5 Destruction Protocols for the Information

- 4.5.1 MSD will destroy Matched Information that does not disclose a Discrepancy as soon as practicable.
- 4.5.2 MSD will destroy Matched Information that reveals a Discrepancy as soon as practicable after it is no longer needed for the purposes of taking Adverse Action.
- 4.5.3 MSD may take a copy of Weekly Compensation Information as a backup, provided that any such copy is erased or overwritten within 28 days of the particular Match being successfully loaded into AIMOS.
- 4.5.4 MSD will maintain a record of Matched Information that has been successfully matched for 60 working days after the Match has been completed.
- 4.5.5 Deletion of data will be undertaken via the UNIX 'rm' command. There is no corresponding command line level command to restore the data. This will make the data irrecoverable.

#### 4.6 Time Limits

- 4.6.1 The number of times per year for routine requests made under the Programme will be no more than 53, except for the ad hoc requests by MSD provided for in clause 4.6.2 of this Technical Standards Report.
- 4.6.2 MSD may make an ad hoc request for Weekly Compensation Information recorded by ACC over a specific period. These requests are not to exceed two per any twelve month period.
- 4.6.3 If Weekly Compensation Information used in a Match or the Matched information produced is corrupt then that Match will not be counted.

#### 4.7 Databank of Previous Matches

- 4.7.1 MSD may maintain a databank of individuals who have been the subject of a Match for up to 2.5 years after the date of the Match, at which time their information will be purged.
- 4.7.2 The information held on this database will only be available to MSD systems administration and IT staff, once any applicable time limit set out in clause 4.6 above has been reached.
- 4.7.3 The databank will be held for the purpose of excluding individuals from being selected for investigation, and will contain the minimum amount of information necessary for this purpose.

**AMENDMENT TO THE  
AGREEMENT BETWEEN**



**Te Kaporelhana Āwhina Hunga Whara**

**ACCIDENT COMPENSATION CORPORATION**

**AND**



**MINISTRY OF  
SOCIAL DEVELOPMENT**  
*Te Manatū Whakahiato Ora*

**THE MINISTRY OF SOCIAL DEVELOPMENT**

**ACC-MSD WEEKLY COMPENSATION MATCH**

**PRIVACY ACT 1993 s99  
ACCIDENT COMPENSATION ACT 2001 s281**

## AMENDMENT TO THE AGREEMENT BETWEEN ACCIDENT COMPENSATION CORPORATION (ACC) AND THE MINISTRY OF SOCIAL DEVELOPMENT (MSD) ACC-MSD WEEKLY COMPENSATION MATCH

This amendment to the agreement between the Accident Compensation Corporation (ACC) and the Ministry of Social Development (MSD) ACC-MSD Weekly Compensation Match is made on the 3<sup>rd</sup> day of June 2016 between, the Chief Information Officer of the Accident Compensation Corporation and the Deputy Chief Executive, Service Delivery, of the Ministry of Social Development.

### 1. BACKGROUND

Information matching provided for by the Agreement between ACC and MSD ACC-MSD Weekly Compensation Match ("the Agreement") was first implemented in November 2005. The Agreement is the information Matching Agreement required by section 99 of the Privacy Act 1993.

To effectively describe the online transfer process and the security features, this variation to the Technical Standards Report to the Agreement is made in accordance with clause 4(4) of Schedule 4 of the Privacy Act 1993 (the information matching rules).

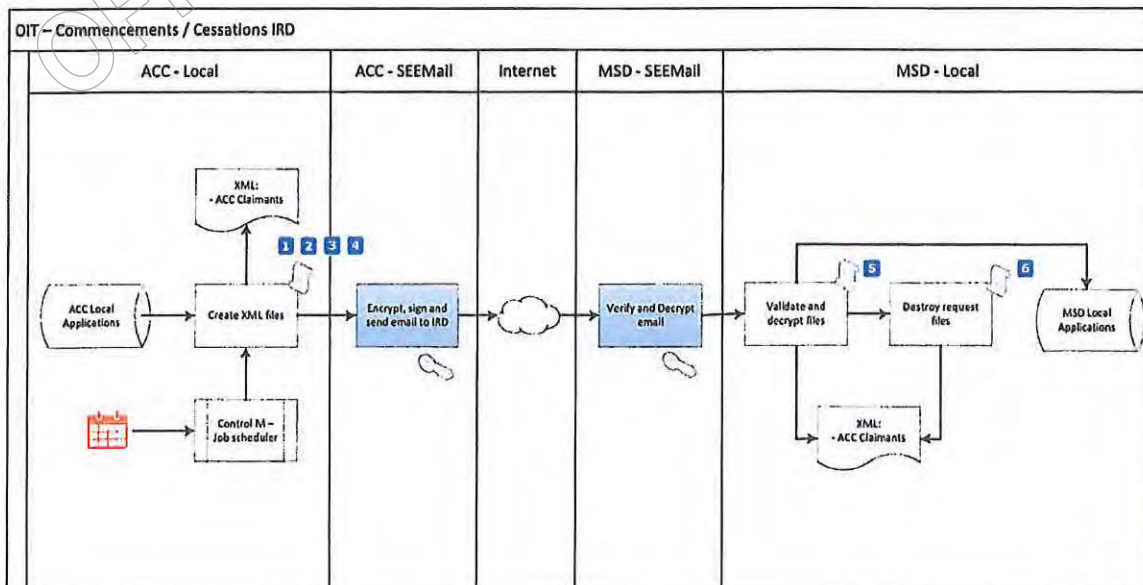
### 2. AMENDMENT/VARIATION TO THE TECHNICAL STANDARDS REPORT, SCHEDULE II OF THE AGREEMENT

2.1 In the Technical Standards Report, Schedule II of the Agreement, replace the heading of clause 4.2 (Privacy Commissioner Approval Conditions) with:

#### 4.2 Automated Online Process

2.2 Add the following as a new paragraph 1 in clause 4.2:

"The following logical diagram outlines the end to end process and key components as of 1 December 2015:





- ACC uses an extraction script (1 & 2) that is prompted through a monthly scheduled job in Control-M databases weekly on a Sunday (3). The XML files are zipped and sent to MSD via SEEMail (4).
- The inbound XML files are received and decrypted by MSD, before being processed in line with the XML maps (5). MSD automatically remove the import files at the end of the import procedure (6)."

2.3 Delete current paragraph 1 of clause 4.2 and replace with:

"2. MSD will be responsible for ensuring that:

- (a) Both MSD and ACC use the New Zealand Government SEEMail system for all transfers of information.
- (b) Both MSD and ACC update the new versions of the SEEMail system as they become available.
- (c) The data extraction programs and other processes associated with the transfers ensure that only information relevant to the programme is exchanged.
- (d) Transfers of data will be performed in accordance with the specifications contained in the Technical Standards Report.
- (e) The performance and use of the online transfer systems is cooperately audited to check compliance with this approval. The results of the audit are to be reported to the Privacy Commissioner by 30 September 2018 with the explanation of steps taken to remedy any problems that the audit may reveal.

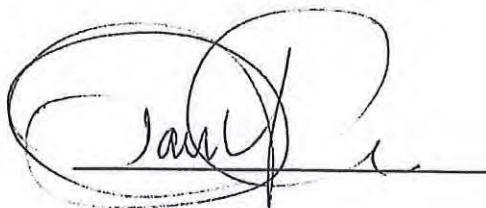
2.4 Delete paragraph 2 of clause 4.2.

### 3. **MSD TO APPEND VARIATION REPORT TO ORIGINAL REPORT AND PROVIDE COPY TO THE OFFICE OF THE PRIVACY COMMISSIONER**

3.1 MSD will append this signed Variation Report to the original Technical Standards Report and provide a copy of the Variation Report as soon as possible to the Office of the Privacy Commissioner.



Ruth Bound  
Deputy Chief Executive,  
Service Delivery  
on behalf of the  
Ministry of Social Development  
I have a delegation under section 41  
of the State Sector Act 1988 to sign for MSD



Paul Jepson  
Chief Information Officer  
on behalf of the  
Accident Compensation Corporation

Date: 7/6/16

Date: 3/6/16.

## **APPENDIX A**

### **VARIATION TO THE TECHNICAL STANDARDS REPORT**

**Between**

**ACCIDENT COMPENSATION CORPORATION**

**And the**

**MINISTRY OF SOCIAL DEVELOPMENT**

**For the**

**ACC – MSD WEEKLY COMPENSATION MATCH**

**Privacy Act 1993 s99**

**Injury Prevention, Rehabilitation and Compensation Act 2001 s281**

**February 2016**

## Schedule 1: Technical Standards Report

### 1 Key Terms and Their Definitions

In addition to terms defined in this Agreement, in this Technical Standards Report:

**"AIMOS"** means the Automated Information Matching Operating System and is a case management tool that assists MSD to process its Authorised Information Matching Programmes.

**"Extract Period"** means the period since the last valid Information Match up until the previous Sunday in the case of routine weekly Programmes, or the period requested by MSD in the case of ad hoc requests.

**"IAP"** means the Information Analysis Platform that holds replicas of the data from core MSD application systems.

**"Information Comparison"** means the procedure described in clause 3.3 of this Technical Standards Report

**"Match"** means an individual Beneficiary's information held by MSD corresponds with information supplied by ACC about that same person;

**"NDMC"** means the National Data Match Centre.

### 2 Relevance, Timeliness and Completeness of Information

#### 2.1 Relevance of Weekly Compensation Information

The receipt of Weekly Compensation by a Beneficiary may affect the qualification of the Beneficiary receiving an entitlement or receiving the entitlement at a specific rate. The Information provided by ACC is the minimum amount necessary to ensure the reliability of the Programme.

#### 2.2 Timeliness of Weekly Compensation Information

##### 2.2.1 Claims included

A claim may not be fully established by ACC for a period of up to two months from the date that the claim was made. During this period the claimant may receive interim payments until their circumstances are fully established.

Once the claimant's status has been fully established the data matching process will then be able to be undertaken. In order to ensure that the claimant has been fully established the initial data exchanged will occur at the end of the two month period.

The following claims will be included in the match data extracted by ACC

##### *Two-Month Anniversary*

A claim where the two-month anniversary date from when the payment for the claim was first made occurs within the extract period and the claim is still current. This will exclude claims that have been reviewed by MSD's Central Processing Unit (CPU) and a subsequent payment made by ACC to MSD.



***Expired/Ceased during Extract Period***

A claim where there has been no payment made to the claimant for a period of 6 weeks.

***Annual Anniversary***

A claim where the (annual) anniversary date of the first payment for the claim occurred during the Extract Period and the claim is still current.

**2.2.2 Payments Included**

If a claim has been selected according to the claim criteria above, the following payment information is to be included in the file.

Specifically, if Weekly Compensation was paid between the First Payment Date and the Last Payment Date, inclusively, then the associated payment data is to be included in the file.

| Criteria for Claim Inclusion         | Period of Payment Data   |   | Length of Period                           |
|--------------------------------------|--|---|--|
|                                      | First Payment Date   | Last Payment Date   |  |
| Two-Month Anniversary                | The date of first payment of claim, e.g., 15 March 2005.   | The two calendar month anniversary date if a payment occurred on that date otherwise the date of the payment that was made just prior to that date, e.g., 15 May 2005 or possibly 13 May 2005.                    | about 8 to 9 weeks                         |
| Expired/Cease during Extract Period. | The date of the first payment after the (annual) anniversary of commencement of the claim, e.g., 15 March 2005 where 10 March is the anniversary.                        | The expiration or cessation date of the claim, e.g., 20 June 2005.  | at a minimum 1 week but less than 52 weeks |
| Annual Anniversary                   | The date of the first payment after the (annual) anniversary of commencement of the claim of the year in passing, e.g., 15 March 2004 where 10 March is the anniversary. | The anniversary date that occurred during the Extract Period if a payment occurred on that date else the date of the payment that was made just prior to that date, e.g., 15 March 2005 or possibly 9 March 2005. | approximately 52 weeks                     |

**2.3 Completeness of Weekly Compensation Information**

- 2.3.1 ACC conducts checks of the source information contained in its database at the time it is entered into the ACC computer system to ensure that it is complete.
- 2.3.2 The information supplied to MSD will be based on information that is entered on the ACC Databases.
- 2.3.3 Since the last valid Information Match in the case of routine weekly Programmes, or for the period requested by MSD in the case of ad hoc requests.

- 2.3.4 ACC will make available an updated data file representing 1 week's worth of Weekly Compensation Information at midday each Wednesday.

## 2.4 Integrity of the Weekly Compensation Information

- 2.4.1 Weekly Compensation Information is drawn from the ACC EOS database.
- 2.4.2 ACC staff will check entries which have potential discrepancies and will also check a random sample of entries.
- 2.4.3 Both ACC and MSD will undertake quality checks on information to be used in the Programme, which may include a manual check on a sample extract from the Matched Information.

## 2.5 Format of Information

The file will be extracted from the EOS database and made available to MSD in XML format, which is to conform to the e-Gif XNAL standard.

## 2.6 File Content

Each file will contain the following

| Record   | Quantity within Test Data File                            |
|----------|---|
| Checksum | one of  |
| Header   | one of  |
| Detail   | one for each component of weekly payment meeting criteria |
| Footer   | one of  |

### Header Record:

| Fields                                 | Expected Content Format | Details   |
|--|-------------------------|---|
| Extraction Date                        | Date Time               | YYYY-MM-DDT12:00:00 (Date File Extracted)   |
| File Id                                | Alpha/Numeric           | Details of Extraction Parameters (date ranges)  |
| Source Agency                          | Alpha                   | ACC   |
| Matching Agency                        | Alpha                   | Ministry of Social Development  |
| Information Type                       | Alpha                   | WEEKLY COMPENSATION   |
| Security Classification                | Alpha                   | In-confidence   |
| Number of Event Records                | Integer                 | the number of clients recorded in the file  |
| Period covered:<br>From date – To date | Date                    | YYYY-MM-DD – this should be the start date of the period covered by the extract, or ad hoc. |
|  | Date                    | YYYY-MM-DD – this should be the end date of the period covered by the extract, or ad hoc    |

**Detail Record:**

| Field  | Max Field Length | Expected Content Format | Comments   |
|--|------------------|-------------------------|--|
| First Names (of claimant)  |                  | Alpha                   | If more than one name, each name is separated by 1 space.<br>Mandatory field to be supplied. |
| Surname (of claimant)  |                  | Alpha                   | Mandatory field to be supplied.  |
| Alias First Names  |                  | Alpha                   | If more than one name, each name is separated by 1 space.                                    |
| Alias Surname  |                  | Alpha                   |  |
| Birth Date   |                  | Date                    | YYYY-MM-DD   |
| Home Address – Postal, then Residential if different than Postal |                  | Alpha/Numeric           | If ACC holds this in more than one field, please supply information as a string.             |
| Claim Number   |                  | Alpha/Numeric           |  |
| Case Manager Name  |                  | Alpha                   |  |
| IRD Number   |                  | Numeric                 |  |
| Earners Status   |                  | Alpha                   |  |
| Start date of compensation period                                |                  | Date                    | YYYY-MM-DD   |
| End date of compensation period                                  |                  | Date                    | YYYY-MM-DD   |
| Gross Amount of Payment  |                  | Numeric                 |  |
| PAYE (tax) amount  |                  | Numeric                 | The PAYE (tax) amount that is debited from the appended Gross payment                        |
| Payment Date   |                  | Alpha/Numeric           | The date the client received payment i.e. not the banking date.                              |
| Claimant Identifier  |                  | Alpha/Numeric           | Unique identifier for a given individual across all claims.                                  |
| Accredited Employer Indicator                                    |                  | Alpha                   | Will indicate if a payment was made by ACC or by an Accredited Employer (Optional)           |
| Extract Indicator  |                  | Alpha                   | Will indicate the basis of why this claimant was included in the given extract (Mandatory)   |
| Transaction Code   |                  | Alpha                   | Includes textual details providing further business context to individual transactions       |

**Footer Record:**

| Fields                  | Expected Content Format | Details                                    |
|-------------------------|-------------------------|--|
| Number of Event Records | Integer                 | the number of clients recorded in the file |

### **3 Matching Technique**

#### **3.1 Unique Identifiers**

- 3.1.1 The ACC Claimant Identifier is being used to identify groups of payments relating to a specific individual. The Claimant Identifier will not be used as part of any matching algorithm.

#### **3.2 Nature of Matters being sought to be Identified**

MSD is seeking to identify individuals who received Weekly Compensation while on a Benefit; have continued to receive the Benefit; and have not informed MSD of their receipt of Weekly Compensation.

#### **3.3 Matching Process - Matching Algorithm and Confirmation Procedures**

- 3.3.1 On receipt of the ACC information MSD shall check the Information's structural integrity.
- 3.3.2 MSD will then institute a Match with MSD Active Client data. The data matching algorithm used will produce positive Matches that are weighted to indicate the match level, which indicates the probability that an MSD client is the person in the ACC Data. It is noted that MSD may need to add additional tests to the minimum matching classification as business experience enables further efficiencies. MSD will advise ACC of any change prior to production. MSD and ACC will agree any necessary variations to the Agreement, this Technical Standards Report, or the Information Matching Privacy Impact Assessment and will advise the Privacy Commissioner accordingly.
- 3.3.3 The positive Matches will be bulk loaded into the NDMC operational computer system, AIMOS, for manual verification and processing. All Matches will be manually verified by checking gender, date of birth, spouse's name and address before any Adverse Action is initiated. NDMC may transfer individual positive Match data to other units within MSD for further processing.
- 3.3.4 It is only when MSD is of the belief that the Matched Information refers to the same individual in both data sets, that MSD will consider initiating Adverse Action.

### **4 Controls and Security**

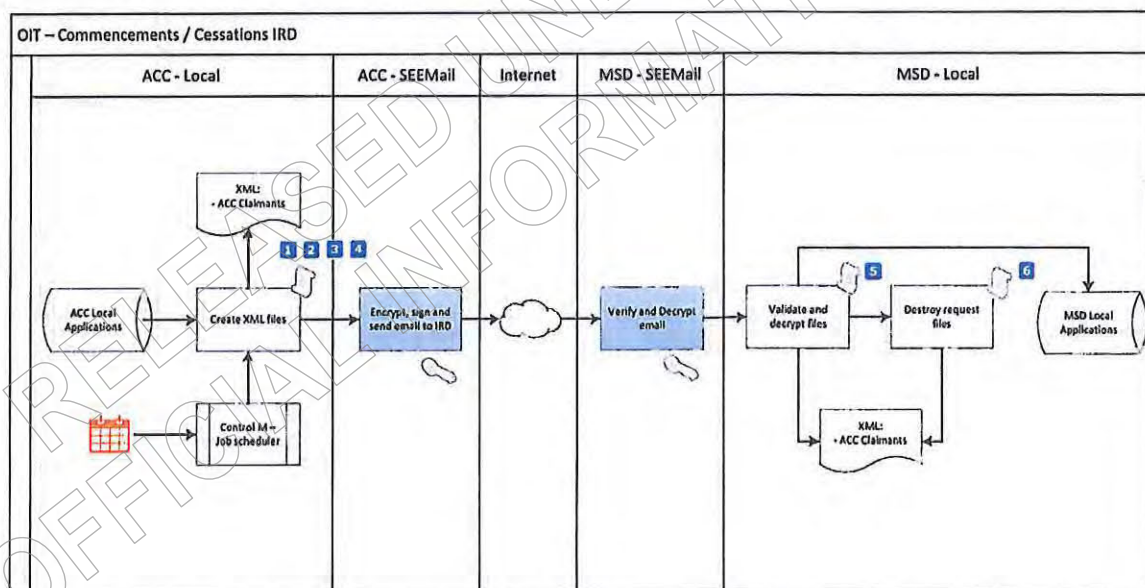
#### **4.1 Transfer of Information**

- 4.1.1 Approval from the Privacy Commissioner was received on 31 October 2006 for both Parties to transfer the Source and Match Information between the Parties by means of on-line computer connections, specifically via a secure email system.
- 4.1.2 The data shall be transferred electronically in XML format. The on-line transfer of data shall be protected by encryption and such other protective measures agreed to by the Parties, noting that the Privacy Commissioner is able to impose a requirement to use a particular or additional protective measure as a condition of granting approval for the on-line transfer.

- 4.1.3 CDs are to be used as a back-up method of transfer if required. If CD is to be used, the data is to be supplied to MSD in XML format.
- 4.1.4 Either a secure courier or an authorised MSD employee will uplift the CD(s) from an authorized ACC employee in accordance with the mutually agreed schedule.
- 4.1.5 Data supplied on CD will be encapsulated within a password protected, compressed archive, with a checksum for a data integrity check.
- 4.1.6 ACC will undertake, at its discretion, a manual quality assurance process on the ACC Information prior to it being made available to MSD.
- 4.1.7 MSD will operate a checking process to ensure that the ACC Information received from ACC is valid and complete.
- 4.1.8 MSD will ensure that all Matched Information (including back up copies) is stored and used appropriately so that no unauthorised use or disclosure will take place.

## 4.2 Automated Online Process

The following logical diagram outlines the end to end process and key components as of 1 December 2015:



- ACC uses an extraction script (1 & 2) that is prompted through a monthly scheduled job in Control-M databases weekly on a Sunday (3). The XML files are zipped and sent to MSD via SEEMail (4).
- The inbound XML files are received and decrypted by MSD, before being processed in line with the XML maps (5). MSD automatically remove the import files at the end of the import procedure (6)."

MSD will be responsible for ensuring that:

- Both MSD and ACC use the New Zealand Government SEEMail system for all transfers of information.
- Both MSD and ACC update the new versions of the SEEMail system as they become available.
- The data extraction programs and other processes associated with the

transfers ensure that only information relevant to the programme is exchanged.

- (d) Transfers of data will be performed in accordance with the specifications contained in the Technical Standards Report.
- (e) The performance and use of the online transfer systems is cooperately audited to check compliance with this approval. The results of the audit are to be reported to the Privacy Commissioner by 30 September 2018 with the explanation of steps taken to remedy any problems that the audit may reveal.

#### **4.3 Disasters**

In the event of any disaster the Parties will co-operate, taking all reasonable steps to ensure the security and/or recovery of the match information.

#### **4.4 Corrupted File**

- 4.4.1 MSD shall immediately inform ACC of any supply of data which is found to be corrupted or otherwise unusable on receipt by MSD.
- 4.4.2 On receiving notice of any corrupted or unusable file ACC shall, as soon as practicable, provide to MSD a substitute file with the requested information.

#### **4.5 Destruction Protocols for the Information**

- 4.5.1 MSD will destroy Matched Information that does not disclose a Discrepancy as soon as practicable.
- 4.5.2 MSD will destroy Matched Information that reveals a Discrepancy as soon as practicable after it is no longer needed for the purposes of taking Adverse Action.
- 4.5.3 MSD may take a copy of Weekly Compensation Information as a backup, provided that any such copy is erased or overwritten within 28 days of the particular Match being successfully loaded into AIMOS.
- 4.5.4 MSD will maintain a record of Matched Information that has been successfully matched for 60 working days after the Match has been completed.
- 4.5.5 Deletion of data will be undertaken via the UNIX 'rm' command. There is no corresponding command line level command to restore the data. This will make the data irrecoverable.

#### **4.6 Time Limits**

- 4.6.1 The number of times per year for routine requests made under the Programme will be no more than 53, except for the ad hoc requests by MSD provided for in clause 4.6.2 of this Technical Standards Report.
- 4.6.2 MSD may make an ad hoc request for Weekly Compensation Information recorded by ACC over a specific period. These requests are not to exceed two per any twelve month period.
- 4.6.3 If Weekly Compensation Information used in a Match or the Matched information produced is corrupt then that Match will not be counted.

#### **4.7 Databank of Previous Matches**

- 4.7.1 MSD may maintain a databank of individuals who have been the subject of a Match for up to 2.5 years after the date of the Match, at which time their information will be purged.

- 4.7.2 The information held on this database will only be available to MSD systems administration and IT staff, once any applicable time limit set out in clause 4.6 above has been reached.
- 4.7.3 The databank will be held for the purpose of excluding individuals from being selected for investigation, and will contain the minimum amount of information necessary for this purpose.

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT





**Variation number four to the  
Agreement between  
Accident Compensation Corporation**

and



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

**Ministry of Social Development**

**Technical Standards Report  
ACC-MSD Weekly Compensation Match**

**April 2025**



## 1 Variation Agreement

- 1.1 This amendment to the agreement between ACC and MSD is made between the Deputy Chief Executive, Technology & Data, of ACC and the Deputy Chief Executive, Service Delivery, of MSD.

## 2 Background

- 2.1 Information matching provided for by the Agreement between ACC and MSD ACC-MSD Weekly Compensation Match ("The Agreement") was first implemented in November 2005.
- 2.2 The purpose of this online information transfer between ACC and MSD is to:
- 2.2.1 Identify individuals whose MSD entitlements may have changes because they are receiving ACC payments; and
- 2.2.2 Assist MSD in the recovery of outstanding debts.
- 2.3 Improvements in technology now allows more secure sharing of information using cloud-based data warehousing platforms that facilitates secure data sharing and collaboration between organizations.

## 3 Purpose of this Variation

- 3.1 The purpose of this Variation is to update the sharing mechanism used to exchange information from physical transfer of information to the provider securely publishing the agreed information on Snowflake in the cloud and for the authorised receiving party to securely access the information using their own retrieval and processing resources in Snowflake.
- 3.2 This variation is a complete replacement of the current TSR and all previous variations due to the significant technical documentation changes required to reflect the new method of sharing information.

## 4 Variation

- 4.1 This variation replaces a number of the current TSR sections is a complete replacement of the current TSR and all subsequent variations due to the significant technical changes required to reflect the new method of exchanging information.
- 4.2 Replace sections **2.5 Format of Information** and **2.6 Data Content** with:

### 2.5 Format of Information

The file will be extracted from the EOS database and made available to MSD in three Snowflake tables in the ACC Snowflake instance, shared by ACC and accessible from the MSD Snowflake instance.

### 2.6 Data Content

Four Snowflake tables will be provided and will contain the following:

| Table          | Information Held                    |
|----------------|-------------------------------------|
| Header         | Run information                     |
| Claim Detail   | Client and associated claim details |
| Payment Detail | Claim payment details               |
| PAYE Detail    | Claim PAYE details                  |

**Header Table.** Snowflake table name: **MSD\_HEADER**

| Fields        | Expected Format | Details   |
|---------------|-----------------|---|
| run_id        | Alpha/Numeric   | Unique run identifier                                   |
| load_datetime | Date & Time     | Date & time of data load                                |
| run_datetime  | Date & Time     | Date & time of data run                                 |
| Period_from   | Date            | Start date of the period covered by the run, or ad hoc. |
| period_to     | Date            | End date of the period covered by the run, or ad hoc.   |

**Client & Claim Detail Table.** Snowflake table name: **MSD\_CLAIM\_DETAIL**

| Field         | Expected Format | Comments  |
|---------------|-----------------|---|
| claimnumber   | Alpha/Numeric   | Claim reference number  |
| earnerstatus  | Alpha           |   |
| firstname     | Alpha           | First name of client.<br>Mandatory field to be supplied.  |
| middlename    | Alpha           | Middle name of client (if available)  |
| surname       | Alpha           | Surname of claimant.<br>Mandatory field to be supplied.   |
| surname       | Alpha           | Surname of claimant.<br>Mandatory field to be supplied.   |
| birthdate     | Date            | YYYY-MM-DD  |
| clientid      | Alpha/Numeric   | Unique identifier for a given individual across all claims.   |
| clientaddress | Alpha/Numeric   | Home Address – Postal, then Residential if different than Postal.<br>If ACC holds this in more than one field, please supply information as a string.                 |
| EXI           | Alpha/Numeric   | Claim status:<br><ul style="list-style-type: none"> <li>• "2" - 2 months after initiation</li> <li>• "C" - claim exiting WC</li> <li>• "Y" - ongoing claim</li> </ul> |
| AEI           | Alpha           | Accredited employer indicator:<br><ul style="list-style-type: none"> <li>• "ACC" - ACC (Eos) claim</li> <li>• "AE" - accredited employer claim</li> </ul>             |
| run_id        | Alpha/Numeric   | Unique run identifier   |

**Payment Detail Table. Snowflake table name: MSD\_PAYMENT\_DETAIL**

| Field        | Expected Format | Comments  |
|--------------|-----------------|---|
| claimnumber  | Alpha/Numeric   | Claim reference   |
| paymentdate  | Alpha/Numeric   | The date the client received payment i.e. not the banking date.       |
| paymentstart | Numeric         | Gross amount paid   |
| paymentend   | Numeric         | The PAYE (tax) amount that is debited from the appended Gross payment |
| grossamount  | Numeric         | Gross amount paid   |
| TXC          |                 | Transaction line type:<br>• 3200 - WC - ST, or PAYE                   |
| run_id       | Alpha/Numeric   | Unique run identifier   |

**PAYE Detail Table. Snowflake table name: MSD\_PAYE\_DETAIL**

| Field        | Expected Format | Comments  |
|--------------|-----------------|---|
| claimnumber  | Alpha/Numeric   | Claim reference   |
| paymentdate  | Alpha/Numeric   | The date the client received payment i.e. not the banking date.       |
| paymentstart | Numeric         | Gross amount paid   |
| paymentend   | Numeric         | The PAYE (tax) amount that is debited from the appended Gross payment |
| payeamount   | Numeric         | PAYE amount   |
| TXC          | Alpha/Numeric   | Transaction line type:<br>• 3200 - WC - ST, or PAYE                   |
| run_id       | Alpha/Numeric   | Unique run identifier   |



4.3 Under section **4.1 Sharing of Information**, replace sub-sections **4.1.1** and **4.1.2** with:

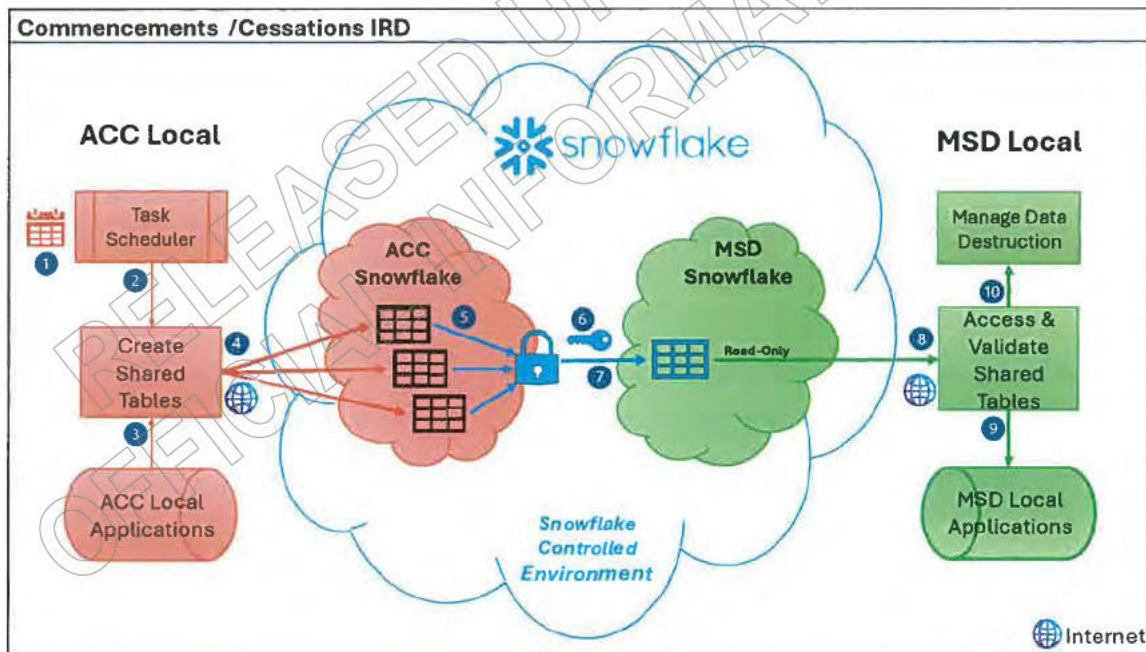
4.1.1 The Privacy Commissioner was informed in March 2025 for both Parties to share the Source and Match Information between the Parties by means of on-line computer connections, specifically via secure cloud-based service provided by Snowflake as part of their data warehouse solution.

4.1.2 The data shall be shared electronically by means of a publish and subscribe approach: data will be shared in the ACC instance with a specific set of credentials that is defined within the MSD Snowflake instance. Read-only access to the data will only be granted by Snowflake to MSD if the credentials used by MSD matches the credentials specified for sharing by ACC. The usual verification/authorisation of credentials applies within the protection of cloud-based security schemes and approaches. Once access is authorised, the data in the ACC instance is accessible for MSD to use as if present within the MSD instance in a read-only mode. Using a controlled credential scheme ensures that only authorised access is allowed to access the data and is monitored for compliance in both areas. The sharing and access is only possible by agreement between both parties, noting that the Privacy Commissioner is able to impose a requirement to use a particular or additional protective measure as a condition of granting approval for the on-line transfer.

4.4 Replace **Section 4.2 Automated Online Process** with:

## 4.2 Automated Online Process

The following logical diagram outlines the end-to-end process and key components as of 1st April 2025:



### Processing steps:

- 1 Scheduled to run weekly on a Wednesday
- 2 The weekly run is initiated
- 3 Retrieves latest ACC information
- 4 Writes data to ACC Snowflake
- 5 Defines data as shared & assigns a key (account)
- 6 Using the key, MSD Snowflake requests access
- 7 Snowflake grants read-only access
- 8 MSD retrieves the data through MSD Snowflake
- 9 Updates MSD information
- 10 Destroys outdated ACC information

- ACC uses an extraction script (⑤) that is prompted through a weekly scheduled job on a Wednesday (①②). The script writes the data in tables in the ACC Snowflake instance (④), designates them as shared and assigns the MSD Snowflake credential that can access the data (⑤).
- MSD in the MSD Snowflake instance, gets read-only access (⑧) to the tables in the ACC Snowflake instance by using the designated credential (⑥) and interrogates the latest entry in the *msd\_header* table (⑦) to determine if there has been a recent update since the last one. If there is an update, verifies the integrity of the data and processes the information in the ACC populated data tables as required (⑧⑨). MSD then removes the required history files (⑩).

MSD will be responsible for ensuring that:

- (a) ACC is provided with unique MSD Snowflake credentials to be used by MSD for accessing the data in the ACC Snowflake instance,
- (b) Both MSD and ACC will ensure that these credentials are managed with the necessary protections and will notify each other in the event of breaches or changes.
- (c) The data extraction programs, and other processes associated with the transfers ensure that only information relevant to the programme is exchanged.
- (d) Sharing of data will be performed in accordance with the specifications contained in the Technical Standards Report.
- (e) The performance and use of the transfer systems is cooperatively monitored and audited to check compliance with this approval. The results of the audit are to be reported to the Privacy Commissioner by 30 September 2025 with the explanation of steps taken to remedy any problems that the audit may reveal.

## **5 MSD TO APPEND VARIATION REPORT TO ORIGINAL REPORT AND PROVIDE COPY TO THE OFFICE OF THE PRIVACY COMMISSIONER**

- 5.1 MSD will append this signed Variation to the original TSR and provide a copy of the Variation Report as soon as possible to the Office of the Privacy Commissioner.

## **6 Commencement Date**

- 6.1 This Variation comes into effect on the date on which it is signed by both Parties. In the event that one of the Parties signs on a different day, this Variation will come into effect on the later day.

**Signed by the Parties**

**Michael Dreyer**



\_\_\_\_\_  
Chief Technology and Transformation Officer  
On behalf of the Accident Compensation  
Corporation

16/06/2025

\_\_\_\_\_  
Date

**Viv Rickard**



\_\_\_\_\_  
Deputy Chief Executive, Service Delivery,  
Ministry of Social Development – I have a  
delegation under section 41 of the State  
Sector Act 1988 to sign for MSD

09/06/2025

\_\_\_\_\_  
Date

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## **APPENDIX A**

### **REVISED TECHNICAL STANDARDS REPORT**

**Between**

**ACCIDENT COMPENSATION CORPORATION**

**And the**

**MINISTRY OF SOCIAL DEVELOPMENT**

**For the**

**ACC – MSD WEEKLY COMPENSATION MATCH**

**Privacy Act 2020 s178**

**Accident Compensation Act 2001 s281**

**April 2025**

## Schedule 1: Technical Standards Report

### 1 Key Terms and Their Definitions

In addition to terms defined in this Agreement, in this Technical Standards Report:

**“AIMOS”** means the Automated Information Matching Operating System and is a case management tool that assists MSD to process its Authorised Information Matching Programmes.

**“Extract Period”** means the period since the last valid Information Match up until the previous Sunday in the case of routine weekly Programmes, or the period requested by MSD in the case of ad hoc requests.

**“IAP”** means the Information Analysis Platform that holds replicas of the data from core MSD application systems.

**“Information Comparison”** means the procedure described in clause 3.3 of this Technical Standards Report

**“Match”** means an individual Beneficiary's information held by MSD corresponds with information supplied by ACC about that same person;

**“NDMC”** means the National Data Match Centre.

### 2 Relevance, Timeliness and Completeness of Information

#### 2.1 Relevance of Weekly Compensation Information

The receipt of Weekly Compensation by a Beneficiary may affect the qualification of the Beneficiary receiving an entitlement or receiving the entitlement at a specific rate. The Information provided by ACC is the minimum amount necessary to ensure the reliability of the Programme.

#### 2.2 Timeliness of Weekly Compensation Information

##### 2.2.1 Claims included

A claim may not be fully established by ACC for a period of up to two months from the date that the claim was made. During this period the claimant may receive interim payments until their circumstances are fully established.

Once the claimant's status has been fully established the data matching process will then be able to be undertaken. In order to ensure that the claimant has been fully established the initial data exchanged will occur at the end of the two-month period.

The following claims will be included in the match data extracted by ACC

##### **Two-Month Anniversary**

A claim where the two-month anniversary date from when the payment for the claim was first made occurs within the extract period and the claim is still current. This will exclude claims that have been reviewed by MSD's Central Processing Unit (CPU) and a subsequent payment made by ACC to MSD.



***Expired/Ceased during Extract Period***

A claim where there has been no payment made to the claimant for a period of 6 weeks.

***Annual Anniversary***

A claim where the (annual) anniversary date of the first payment for the claim occurred during the Extract Period and the claim is still current.

**2.2.2 Payments Included**

If a claim has been selected according to the claim criteria above, the following payment information is to be included in the file.

Specifically, if Weekly Compensation was paid between the First Payment Date and the Last Payment Date, inclusively, then the associated payment data is to be included in the file.

| Criteria for Claim Inclusion         | Period of Payment Data   |   | Length of Period                           |
|--------------------------------------|--|---|--|
|                                      | First Payment Date   | Last Payment Date   |  |
| Two-Month Anniversary                | The date of first payment of claim, e.g., 15 March 2005.   | The two calendar month anniversary date if a payment occurred on that date otherwise the date of the payment that was made just prior to that date, e.g., 15 May 2005 or possibly 13 May 2005.                    | about 8 to 9 weeks                         |
| Expired/Cease during Extract Period. | The date of the first payment after the (annual) anniversary of commencement of the claim, e.g., 15 March 2005 where 10 March is the anniversary.                        | The expiration or cessation date of the claim, e.g., 20 June 2005.  | at a minimum 1 week but less than 52 weeks |
| Annual Anniversary                   | The date of the first payment after the (annual) anniversary of commencement of the claim of the year in passing, e.g., 15 March 2004 where 10 March is the anniversary. | The anniversary date that occurred during the Extract Period if a payment occurred on that date else the date of the payment that was made just prior to that date, e.g., 15 March 2005 or possibly 9 March 2005. | approximately 52 weeks                     |

**2.3 Completeness of Weekly Compensation Information**

- 2.3.1 ACC conducts a check of the source information contained in its database at the time it is entered into the ACC computer system to ensure that it is complete.
- 2.3.2 The information supplied to MSD will be based on information that is entered on the ACC Databases.
- 2.3.3 Since the last valid Information Match in the case of routine weekly Programmes, or for the period requested by MSD in the case of ad hoc requests.

2.3.4 ACC will make available an updated data file representing 1 week's worth of Weekly Compensation Information every Wednesday.

2.3.5 Data older than the last 4 weeks made available will be deleted.

## 2.4 Integrity of the Weekly Compensation Information

2.4.1 Weekly Compensation Information is drawn from the ACC EOS database.

2.4.2 ACC staff will check entries which have potential discrepancies and will also check a random sample of entries.

2.4.3 Both ACC and MSD will undertake quality checks on information to be used in the Programme, which may include a manual check on a sample extract from the Matched Information.

## 2.5 Format of Information

The file will be extracted from the EOS database and made available to MSD in three Snowflake tables in the ACC Snowflake instance, shared by ACC and accessible from the MSD Snowflake instance.

## 2.6 Data Content

4 Snowflake tables will be provided and will contain the following:

| Table          | Information Held                    |
|----------------|-------------------------------------|
| Header         | Run information                     |
| Claim Detail   | Client and associated claim details |
| Payment Detail | Claim payment details               |
| PAYE Detail    | Claim PAYE details                  |

**Header Table.** Snowflake table name: **MSD\_HEADER**

| Fields        | Expected Content Format | Details   |
|---------------|-------------------------|---|
| run_id        | Alpha/Numeric           | Unique run identifier                                   |
| load_datetime | Date & Time             | Date & time of data load                                |
| run_datetime  | Date & Time             | Date & time of data run                                 |
| Period_from   | Date                    | Start date of the period covered by the run, or ad hoc. |
| period_to     | Date                    | End date of the period covered by the run, or ad hoc    |



**Client & Claim Detail Table. Snowflake table name: MSD\_CLAIM\_DETAIL**

| Field         | Expected Format | Comments  |
|---------------|-----------------|---|
| claimnumber   | Alpha/Numeric   | Claim reference number  |
| earnerstatus  | Alpha           |   |
| firstname     | Alpha           | First name of client.<br>Mandatory field to be supplied.  |
| middlename    | Alpha           | Middle name of client (if available)  |
| surname       | Alpha           | Surname of claimant.<br>Mandatory field to be supplied.   |
| surname       | Alpha           | Surname of claimant.<br>Mandatory field to be supplied.   |
| birthdate     | Date            | YYYY-MM-DD  |
| clientid      | Alpha/Numeric   | Unique identifier for a given individual across all claims.   |
| clientaddress | Alpha/Numeric   | Home Address – Postal, then Residential if different than Postal.<br>If ACC holds this in more than one field, please supply information as a string.                 |
| run_id        | Alpha/Numeric   | Unique run identifier   |
| EXI           | Alpha/Numeric   | Claim status:<br><ul style="list-style-type: none"> <li>• “2” - 2 months after initiation</li> <li>• “C” - claim exiting WC</li> <li>• “Y” - ongoing claim</li> </ul> |
| AEI           | Alpha           | Accredited employer indicator:<br><ul style="list-style-type: none"> <li>• “ACC” – ACC (Eos) claim</li> <li>• “AE” – accredited employer claim</li> </ul>             |

**Payment Detail Table. Snowflake table name: MSD\_PAYMENT\_DETAIL**

| Field        | Expected Format | Comments  |
|--------------|-----------------|---|
| claimnumber  | Alpha/Numeric   | Claim reference   |
| paymentdate  | Alpha/Numeric   | The date the client received payment i.e. not the banking date.       |
| paymentstart | Numeric         | Gross amount paid   |
| paymentend   | Numeric         | The PAYE (tax) amount that is debited from the appended Gross payment |
| grossamount  | Numeric         | Gross amount paid   |
| TXC          | Alpha/Numeric   | Transaction line type:<br>3200 - WC - ST, or PAYE                     |
| run_id       | Alpha/Numeric   | Unique run identifier   |

**PAYE Detail Table. Snowflake table name: MSD\_PAYE\_DETAIL**

| Field        | Expected Format | Comments  |
|--------------|-----------------|---|
| claimnumber  | Alpha/Numeric   | Claim reference   |
| paymentdate  | Alpha/Numeric   | The date the client received payment i.e. not the banking date.       |
| paymentstart | Numeric         | Gross amount paid   |
| paymentend   | Numeric         | The PAYE (tax) amount that is debited from the appended Gross payment |
| payeamount   | Numeric         | PAYE amount   |
| TXC          | Alpha/Numeric   | Transaction line type:<br>3200 - WC - ST, or PAYE                     |
| run_id       | Alpha/Numeric   | Unique run identifier   |

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### 3 Matching Technique

#### 3.1 Unique Identifiers

- 3.1.1 The ACC Claimant Identifier is being used to identify groups of payments relating to a specific individual. The Claimant Identifier will not be used as part of any matching algorithm.

#### 3.2 Nature of Matters being sought to be Identified

- 3.2.1 MSD is seeking to identify individuals who received Weekly Compensation while on a Benefit; have continued to receive the Benefit; and have not informed MSD of their receipt of Weekly Compensation.

#### 3.3 Matching Process - Matching Algorithm and Confirmation Procedures

- 3.3.1 On receipt of the ACC information MSD shall check the Information's structural integrity.
- 3.3.2 MSD will then institute a Match with MSD Active Client data. The data matching algorithm used will produce positive Matches that are weighted to indicate the match level, which indicates the probability that an MSD client is the person in the ACC Data. It is noted that MSD may need to add additional tests to the minimum matching classification as business experience enables further efficiencies. MSD will advise ACC of any change prior to production. MSD and ACC will agree any necessary variations to the Agreement, this Technical Standards Report, or the Information Matching Privacy Impact Assessment and will advise the Privacy Commissioner accordingly.
- 3.3.3 The positive Matches will be bulk loaded into the NDMC operational computer system, AIMOS, for manual verification and processing. All Matches will be manually verified by checking gender, date of birth, spouse's name and address before any Adverse Action is initiated. NDMC may transfer individual positive Match data to other units within MSD for further processing.
- 3.3.4 It is only when MSD is of the belief that the Matched Information refers to the same individual in both data sets, that MSD will consider initiating Adverse Action.

### 4 Controls and Security

#### 4.1 Sharing of Information

- 4.1.1 The Privacy Commissioner was informed in March 2025 for both Parties to share the Source and Match Information between the Parties by means of on-line computer connections, specifically via secure cloud-based service provided by Snowflake as part of their data warehouse solution.
- 4.1.2 The data shall be shared electronically by means of a publish and subscribe approach: data will be shared in the ACC instance with a specific set of credentials that is defined within the MSD Snowflake instance. Read-only access to the data will only be granted by Snowflake to MSD if the credentials used by MSD matches the credentials specified for sharing by ACC. The usual verification/authorisation of credentials applies within the protection of cloud-based security schemes and approaches. Once access is authorised, the data in the ACC instance is accessible for MSD to use as if present within the MSD instance in a read-only mode. Using a controlled credential scheme ensures that only authorised access is allowed to access the data and is monitored for compliance in both areas. The sharing and access is only possible by agreement between both parties, noting

that the Privacy Commissioner is able to impose a requirement to use a particular or additional protective measure as a condition of granting approval for the on-line transfer.

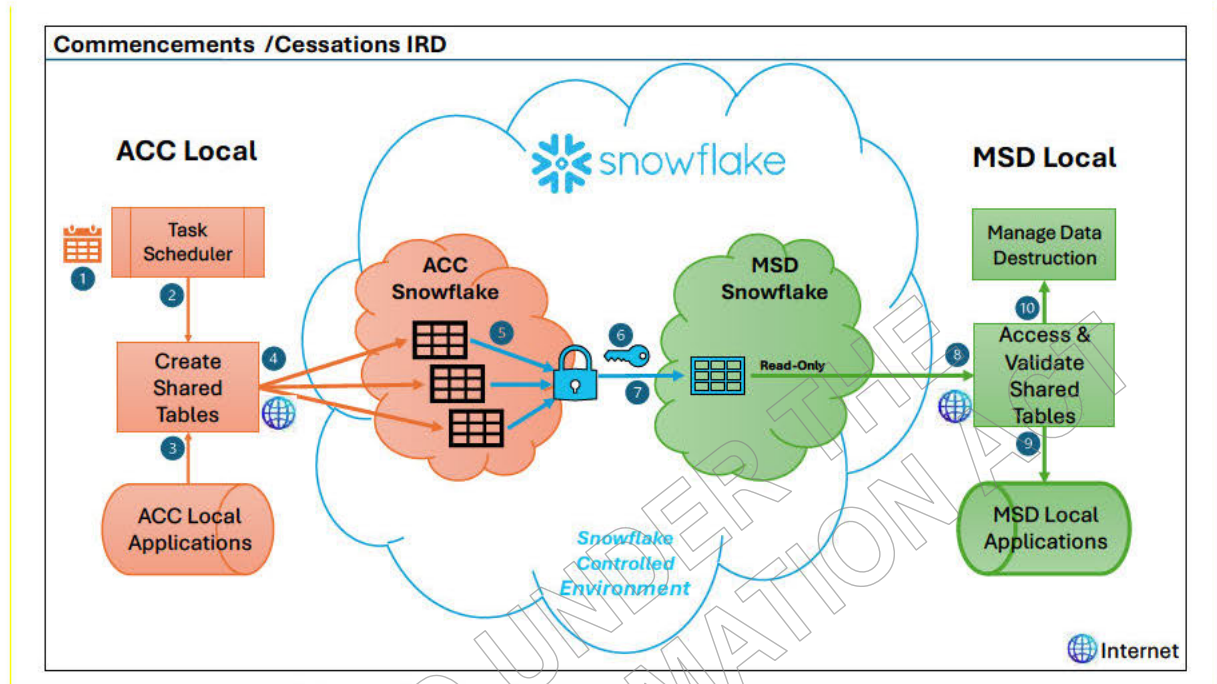
- 4.1.3 Ministry approved secure USBs or IronKeys are to be used as a back-up method of transfer if required. The secure USB must comply with minimum security requirements including encryption measures as specified in the latest version of the NZ Information Security Manual or its equivalent. If the secure USB is to be used, the data is to be supplied to MSD in XML format.”
- 4.1.4 The secure USBs are to be transported in a secure manner agreed by the parties.
- 4.1.5 Data supplied on secure USBs will be password protected and encrypted. The password will be sent to the other party in a secure manner agreed by both parties.
- 4.1.6 ACC will undertake, at its discretion, a manual quality assurance process on the ACC Information prior to it being made available to MSD.
- 4.1.7 MSD will operate a checking process to ensure that the ACC Information received from ACC is valid and complete.
- 4.1.8 MSD will ensure that all Matched Information (including back up copies) is stored and used appropriately so that no unauthorised use or disclosure will take place.

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## 4.2 Automated Online Process

The following logical diagram outlines the end-to-end process and key components as of 1st April 2025:



### Processing steps:

- 1 Scheduled to run weekly on a Wednesday
- 2 The weekly run is initiated
- 3 Retrieves latest ACC information
- 4 Writes data to ACC Snowflake
- 5 Defines data as shared & assigns a key (account)
- 6 Using the key, MSD Snowflake requests access
- 7 Snowflake grants read-only access
- 8 MSD retrieves the data through MSD Snowflake
- 9 Updates MSD information
- 10 Destroys outdated ACC information

- ACC uses an extraction script (5) that is prompted through a weekly scheduled job on a Wednesday (1, 2). The script writes the data in tables in the ACC Snowflake instance (4), designates them as shared and assigns the MSD Snowflake credential that can access the data (5).
- MSD in the MSD Snowflake instance, gets read-only access (6) to the tables in the ACC Snowflake instance by using the designated credential (6) and interrogates the latest entry in the *msd\_header* table (7) to determine if there has been a recent update since the last one. If there is an update, verifies the integrity of the data and processes the information in the ACC populated data tables as required (8, 9). MSD then removes the required history files (10).

MSD will be responsible for ensuring that:

- (a) ACC is provided with unique MSD Snowflake credentials to be used by MSD for accessing the data in the ACC Snowflake instance,
- (b) Both MSD and ACC will ensure that these credentials are managed with the necessary protections and will notify each other in the event of breaches or changes.
- (c) The data extraction programs, and other processes associated with the transfers ensure that only information relevant to the programme is exchanged.
- (d) Sharing of data will be performed in accordance with the specifications contained in the Technical Standards Report.
- (e) The performance and use of the transfer systems is cooperatively monitored and audited to check compliance with this approval. The results of the audit are to be reported to the Privacy Commissioner by 30 September 2025 with the explanation of steps taken to remedy any problems that the audit may reveal.

### 4.3 Disasters

In the event of any disaster the Parties will co-operate, taking all reasonable steps to ensure the security and/or recovery of the match information.

### 4.4 Corrupted Information

- 4.4.1 MSD shall immediately inform ACC of any supplied data which is found to be corrupted or otherwise unusable on receipt by MSD.
- 4.4.2 On receiving notice of any corrupted or unusable file ACC shall, as soon as practicable, refresh the tables with corrected data and keep MSD informed of progress and availability of corrected data.

### 4.5 Destruction Protocols for the Information

- 4.5.1 MSD will destroy Matched Information that does not disclose a Discrepancy as soon as practicable.
- 4.5.2 MSD will destroy Matched Information that reveals a Discrepancy as soon as practicable after it is no longer needed for the purposes of taking Adverse Action.
- 4.5.3 MSD may take a copy of Weekly Compensation Information as a backup, provided that any such copy is erased or overwritten within 28 days of the particular Match being successfully loaded into AIMOS.
- 4.5.4 MSD will maintain a record of Matched Information that has been successfully matched for 60 working days after the Match has been completed.
- 4.5.5 Deletion of data will be undertaken to ensure that the data is irrecoverable.

### 4.6 Time Limits

- 4.6.1 The number of times per year for routine requests made under the Programme will be no more than 53, except for the ad hoc requests by MSD provided for in clause 4.6.2 of this Technical Standards Report.



4.6.2 MSD may make an ad hoc request for Weekly Compensation Information recorded by ACC over a specific period. These requests are not to exceed two per any twelve month period.

4.6.3 If Weekly Compensation Information used in a Match or the Matched information produced is corrupt then that Match will not be counted.

#### **4.7 Databank of Previous Matches**

4.7.1 MSD may maintain a databank of individuals who have been the subject of a Match for up to 2.5 years after the date of the Match, at which time their information will be purged.

4.7.2 The information held on this database will only be available to MSD systems administration and IT staff, once any applicable time limit set out in clause 4.6 above has been reached.

4.7.3 The databank will be held for the purpose of excluding individuals from being selected for investigation and will contain the minimum amount of information necessary for this purpose.

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