

Our Ref DOIA 24-329

26 June 2024

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Tēnā koe ██████████

Response to your official information request

Thank you for your official information request received on 31 May 2024 for various information relating to the restricted bulk property owner information and communications about your access.

As you may be aware, Toitū Te Whenua Land Information New Zealand (LINZ) has updated its process for accessing restricted property ownership information on the LINZ Data Service (LDS). This is to better protect the personal information LINZ holds and ensure those accessing this information use it appropriately and uphold the requirements of the Privacy Act 2020.

Please see LINZ's response to your request below:

1. *What date was my access to the owner information terminated?*
 - Your access was removed on 20 November 2023. LINZ revoked the licences of all users who appeared to be inactive for six months or more as part of its new process.
2. *What term or condition did I breach that resulted in the termination?*
 - You were not in breach of any term or condition, as noted in question one it was a change in LINZ process that resulted in your access being revoked. As part of the update to the process, all users who had access, or require access, needed to (re)apply through the new process to maintain or gain access to the restricted property ownership information.
3. *Why was I not notified of the termination?*
 - You were not notified due to the apparent inactivity on your account. LINZ did not notify users who were inactive for six months or more.

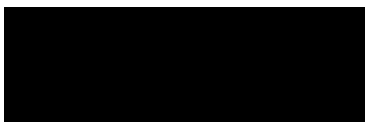
4. *What evidence do you require that personal information within the dataset will be sufficiently protected?*
- There is an expectation on the applicant to ensure that the information they provide as part of their application demonstrates adequate security of the data. This could include data being stored in a certified data centre, Single Sign-On (SSO) authentication, server encryption, audit logs, Global Data Protection Regulation compliant, or a privacy officer.
5. *Why was I not notified by you that my personal information had been made publicly available in breach of your terms and conditions?*
- The [terms](#) of the LINZ Licence for Personal Data lay out conditions to abide by, which includes ensuring the data is not misused and is not provided to any individual or entity that has not agreed to this Licence. This means that users who have been granted a licence hold responsibility for the management and usage of the data. Should any misuse of the data be discovered, the obligation falls with the licence owner.

In such circumstances, LINZ will investigate the alleged misuse and make a decision on the outcome of the investigation.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note, this response letter outlining our decision on your request, **with your personal details withheld**, and any attached documentation will be published on the Toitū Te Whenua Land Information New Zealand website. This is likely to be published by 31 July 2024

Nāku noa, nā



Aaron Jordan
Head of Location Information