

To: S241

Subject: FW:Application for authorised access to Motor Vehicle Register information

Out of scope

-----Original Message-----

From: Section 9(2)(a)

To: Info@nzta.govt.nz

Sent: 1/03/2017 11:53:28 a.m.

Subject: Application for authorised access to Motor Vehicle Register information

Good morning

Attached please find our application for access to Motor Vehicle Register information, plus a completed and signed direct debit form for our payment.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Ref: 0aeb0469-2151-4fac-b96d-fb95e0fd4594

From: S241

Sent: Tuesday, 14 March 2017 11:07 a.m.

To: Section 9(2)(a)

Subject: RE: Application for authorised access to Motor Vehicle Register information

Hello

Section 9(2)(a)

Thank you for sending us your application for authorised access. Unfortunately our Finance team cannot accept a digital direct debit form. Could you post us the original along with an original bank deposit slip? Our address is:

Customer Response Team
NZ Transport Agency
Private Bag 11777
Palmerston North 4442

Regards

Matt Rush / Senior Customer Access Representative

Customer Response Team – Customer Access

P 0800 108 809

E info@nzta.govt.nz / W nzta.govt.nz

Palmerston North Office

Private Bag 11777, Palmerston North 4442, New Zealand



-----Original Message-----

From: **Section 9(2)(a)**

To: Info@nzta.govt.nz

Sent: 1/03/2017 11:53:28 a.m.

Subject: Application for authorised access to Motor Vehicle Register information

Good morning

Attached please find our application for access to Motor Vehicle Register information, plus a completed and signed direct debit form for our payment.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONSSM / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient

of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Ref: 0aeb0469-2151-4fac-b96d-fb95e0fd4594

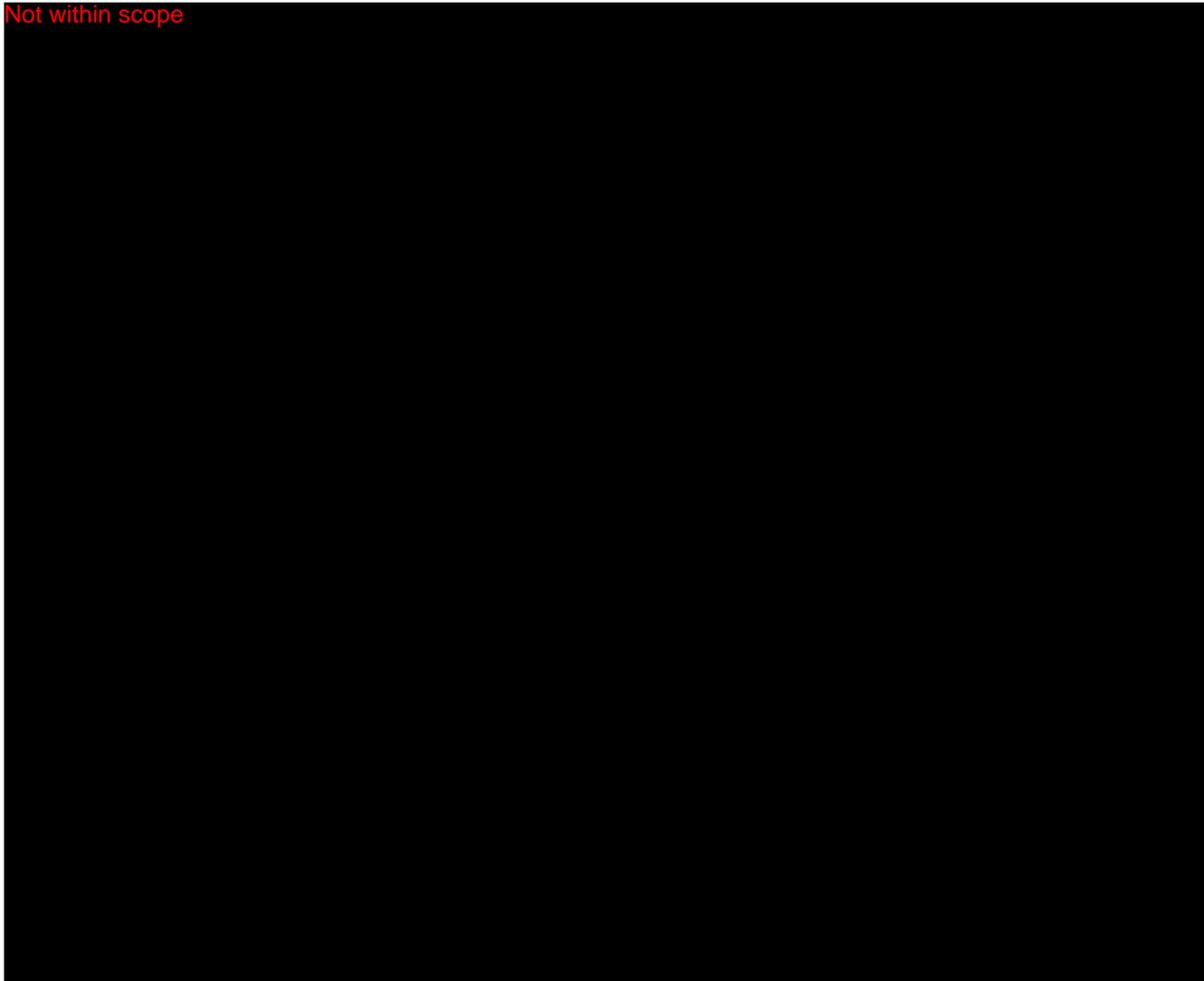
From: Section 9(2)(a)
Sent: Tuesday, 14 March 2017 11:08 a.m.
To: S241
Subject: RE: Application for authorised access to Motor Vehicle Register information

It will be in the mail to you today.

Regards

Section 9(2)(a)

Not within scope



Not within scope

-----Original Message-----

From: Section 9(2)(a)

To: Info@nzta.govt.nz

Sent: 1/03/2017 11:53:28 a.m.

Subject: Application for authorised access to Motor Vehicle Register information

Good morning

Attached please find our application for access to Motor Vehicle Register information, plus a completed and signed direct debit form for our payment.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS ^{LT} / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Ref: 0aeb0469-2151-4fac-b96d-fb95e0fd4594

Not within scope

Not within scope

From: S241
Sent: Monday, 21 August 2017 10:44 a.m.
To: Section 9(2)(a)
Cc: Section 9(2)(a)
Subject: RE: Application for authorised access to Motor Vehicle Register information

Good morning

Thank you I will ensure this copy is passed on with your application when it's sent this week.

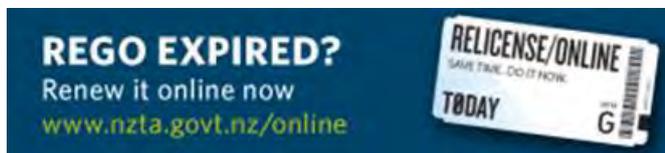
Thank you

Katie Hodson / Manager Customer Response

Customer Service Centre

P 06 9536200 / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Wednesday, 16 August 2017 10:07 a.m.
To: S241
Cc: Section 9(2)(a)
Subject: FW: Application for authorised access to Motor Vehicle Register information

Hi Katie

I would like to clarify the final paragraph of our response below. Section 9(2)(a) formulated the response and Section 9(2)(a) not me. I signed off the email in error. I have amended the email to reflect this, please use this copy when presenting our response to your advising agencies and chief executive.

Apologies for this confusion.

Section 9(2)(a)

From: Section 9(2)(a)

Sent: Tuesday, 15 August 2017 2:09 PM

To: 'S241'

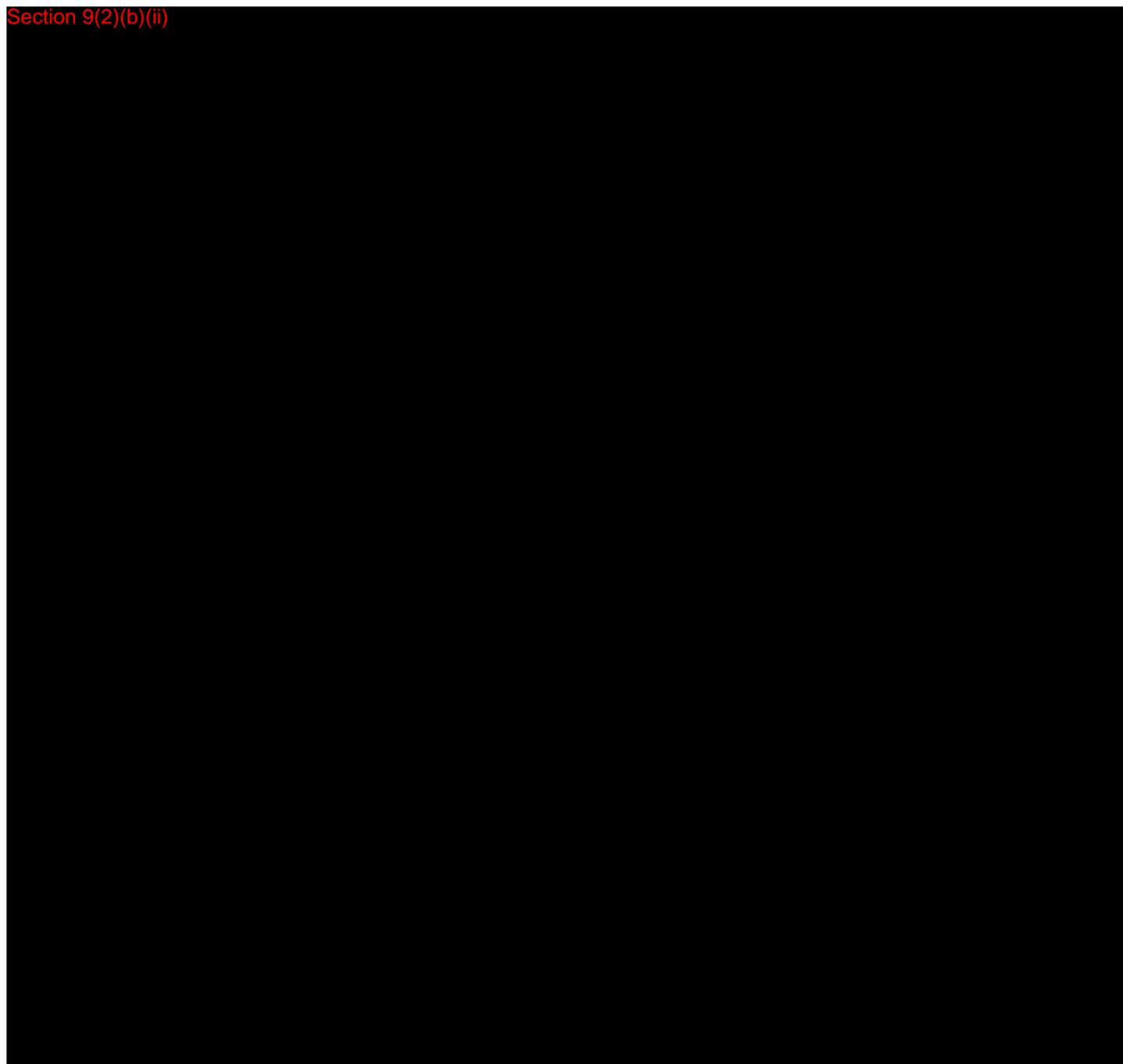
Cc: Section 9(2)(a)

Subject: RE: Application for authorised access to Motor Vehicle Register information

Hi Katie

Apologies for the delay in replying to your email, I have been away from the office. Our response is as follows :

Section 9(2)(b)(ii)



Section 9(2)(ba)(i)

Conclusion

I trust that the above assists the agency in determining a favourable outcome.

Kind regards

Section 9(2)(a)

From: S241 [<mailto:S241@nzta.govt.nz>]

Sent: Tuesday, 1 August 2017 1:34 PM

To: Section 9(2)(a)

Subject: RE: Application for authorised access to Motor Vehicle Register information

Hi Section 9(2)(a)

I can see you have followed up a few times with us – I'm sorry for these continued delays.

Our panel have requested we clarify a few things before a decision can be made. Firstly regarding the 6th purpose; having the owner's permission would mean you don't require access under S241. In regards to the 5th purpose, can you please provide some clarity here - Section 9(2)(b)(ii)

The final consultation with our Advising Agencies can take up to two weeks, once this is done I will be in touch with a draft decision on your application which you can provide comment on. Currently it's only our Chief Executive that can carry out the review and sign off of this authorisation so I anticipate to be back in touch in the next 3-4 weeks.

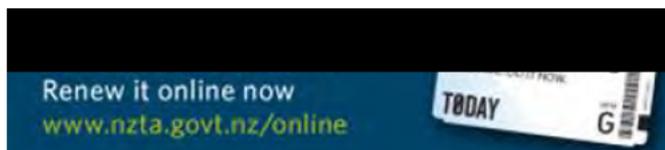
Thank you

Katie Hodson / Manager Customer Response

Customer Service Centre

P 06 9536200 ext [redacted] / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)

Sent: Tuesday, 1 August 2017 11:34 a.m.

To: S241

Subject: RE: Application for authorised access to Motor Vehicle Register information

For the urgent attention of Nicole :

I was previously liaising with Matt Rush regarding our application for authorised access to Motor Vehicle Register information, but he advised in May that he would no longer be our contact and that you would be taking the lead in this area.

As I have heard nothing from you or your department I am doing this follow up. Section 9(2)(b)(ii)

Whilst the money isn't the issue here, it should be noted that our fee was paid on the 20th April. Surely there should be some commitment by the department to deliver services paid for? I'm sure you can understand our frustrations.

Your urgent response to this would be greatly appreciated.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: S241 [<mailto:S241@nzta.govt.nz>]
Sent: Wednesday, May 17, 2017 12:27 PM
To: Section 9(2)(a)
Subject: RE: Application for authorised access to Motor Vehicle Register information

Hi [REDACTED]

Apologies for the delay in getting back to you. I've just received your phone message.

Since April I've taken a step back from the section 241 process (my colleague Nicole is taking the lead with these, though she is away this week) but I can advise that we're waiting to hear back from our Legal and Policy team representatives before forwarding your application to our advising agencies (Police, Privacy Commissioner, Ombudsman). I'm sorry for the delay you've experienced. We have a high number of applications on hand and this is impacting how quickly we're able to process individual applications. Unfortunately I'm not able to provide a reliable timeframe until we reach a draft decision at this point – I'm sorry for the inconvenience.

Regards

Matt Rush / Senior Customer Access Representative
Customer Response Team – Customer Access

P 0800 108 809

E info@nzta.govt.nz / W nzta.govt.nz

Palmerston North Office

Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Monday, 15 May 2017 3:30 p.m.
To: S241; Info@nzta.govt.nz
Subject: Application for authorised access to Motor Vehicle Register information

For the urgent attention of Matt Rush :

Good afternoon Matt

I am just following up on recent application for authorised access to the Motor Vehicle Register. I called you in early April and you advised me of the issues at the time but you were confident that we would have some response by the end of April. To date we haven't received any update on our application. As this is core to our business could you urgently advise what progress has been made and when we are likely to receive a decision.

Your response would be greatly appreciated.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONSSM / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Find the latest transport news, information, and advice on our website:

www.nzta.govt.nz

This email is only intended to be read by the named recipient. It may contain information which is confidential, proprietary or the subject of legal privilege. If you are not the intended recipient you must delete this email and may not use any information contained in it. Legal privilege is not waived because you have read this email.

Find the latest transport news, information, and advice on our website:

www.nzta.govt.nz

This email is only intended to be read by the named recipient. It may contain information which is confidential, proprietary or the subject of legal privilege. If you are not the intended recipient you must delete this email and may not use any information contained in it. Legal privilege is not waived because you have read this email.

From: s 9(2)(a)

Sent: Monday, 18 September 2017 3:48 p.m.

To: S241

Subject: RE: Section 241 Applications for your Review

Good afternoon Katie,

My comments on these applications, made on behalf of the Chief Ombudsman, are:

1. No complaints, breaches or issues of concern in relation to the standard terms applicants are known.
2. As the remaining applicants are either renewing existing authorisations, or their applications are for purposes that are the same as, or consistent with, other cases where the grant of access has been accepted as warranted, there appears to be no reason why access should not be granted to these applicants on terms and conditions consistent with those other grants.

Kind regards

From: S241
Sent: Friday, 6 October 2017 3:54 p.m.
To: **Section 9(2)(a)**
Subject: Authorised access to vehicle owner details

Hello

We're heading into the final stages of your application for authorised access to current names and addresses on vehicles. Just before we approach our General Manager of Customer Design and Delivery for approval, can you confirm if you'd be happy with the following purposes and conditions?

Purposes

- preparing evidence related to criminal offences;
- the detection and investigation of suspected fraud;
- enforcing Court orders and judgments; and
- when acting as a contracted agent on behalf of government agencies with law enforcement functions, to assist in carrying out those functions.

Conditions

- (a) the personal information is accessed only by the applicant on its own behalf and solely for its own use;
- (b) the personal information is accessed only for the specified purpose(s);
- (c) the fees charged for the provision of the personal information from the MVR are duly paid;
- (d) any identified instances of unauthorised access are immediately notified to the NZ Transport Agency and Privacy Commissioner;
- (e) before being permitted to access the MVR under section 241 all staff must receive training that emphasises that such access must only be for the specified purposes; and refresher training also must be undertaken at appropriate intervals;
- (f) access must be restricted solely to members of staff for whom authorised access is essential to achieving a specified purpose;
- (g) the personal information obtained under this authorisation shall not be disclosed to any third party unless such disclosure is necessarily incidental to achieving a specified purpose;
- (h) transaction records must be kept for a period of 12 months from the date on which an enquiry was made. Those records need to show date, plate number, and the purpose. Those records are to be provided to the Transport Agency on request, to assist with any audit process;
- (i) compliance with the terms and conditions, if any, imposed by the Transport Agency for access to MVR information; and
- (j) to access the Motor Vehicle Register, Thompson & Clark Investigations Limited must hold a private investigator licence.

Regards

Matt Rush / Senior Customer Access Representative
Customer Service Centre
NZ Transport Agency

P 0800 108 809

E info@nzta.govt.nz / **W** nzta.govt.nz

Palmerston North Office

Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Tuesday, 17 October 2017 3:09 p.m.
To: S241
Cc: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi Matt

I have consulted with Section 9(2)(a) regarding your email and S241 has responded as follows :

Section 9(2)(b)(ii)

Section 9(2)(b)(ii)

Section 9(2)(b)(ii)

SUMMARY

These are just two recent examples of where we are being hindered from providing a service and assisting legitimate people, I could provide many more examples. It seems to me that our original application hasn't been correctly considered and that the full appreciation of the legitimate services that we provide have been overlooked. I would request that this be reconsidered and that reasons for our requests not being approved be provided as I am struggling to understand the logic, for instance Section 9(2)(b)(ii) I find it difficult to accept what has been offered and don't think that the LTSA fully understand or appreciate what a Private Investigation firm does. I would be happy to discuss this personally if required.

I find it bizarre, that a city council can check any vehicle so that they can issue an infringement notice for parking beyond the time limit **Section 9(2)(b)(ii)**

Please provide this response to the NZTA.

Kind Regards **Section 9(2)(a)**

Please respond accordingly. If you wish to discuss further, please contact **Section 9(2)(a)** directly on **Section 9(2)(a)**.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONS LTD / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: S241 [<mailto:S241@nzta.govt.nz>]
Sent: Friday, 6 October 2017 3:54 PM
To: **Section 9(2)(a)**
Subject: Authorised access to vehicle owner details

Hello

We're heading into the final stages of your application for authorised access to current names and addresses on vehicles. Just before we approach our General Manager of Customer Design and Delivery for approval, can you confirm if you'd be happy with the following purposes and conditions?

Purposes

- preparing evidence related to criminal offences;
- the detection and investigation of suspected fraud;
- enforcing Court orders and judgments; and
- when acting as a contracted agent on behalf of government agencies with law enforcement functions, to assist in carrying out those functions.

Conditions

Not within scope

From: Section 9(2)(a)
Sent: Monday, 6 November 2017 11:53 a.m.
To: S241
Cc: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi Katie

Please find complete reports attached, together with a note regarding these reports from Section 9(2)(a) as below :

Hi Section 9(2)(a),

Please find attached the completed report for LTSA with explanations for each check that was conducted by T&C. I have done the full year for 2014 and a representative month of January for the following years 2015 to 2017 Section 9(2)(b)(ii)

Due to the sensitivity of the nature of the work that we are undertaking with Section 9(2)(b)(ii) I have not given the specific purpose of the nature of the work but would prefer to talk through it with someone from the LTSA or I am even prepared to go to either Wellington or Palmerston North in person to discuss this report and our pending application if they would prefer.

Can you please forward this to LTSA to allow them time to review it and then when they are ready we can discuss the detail.

Section 9(2)(a)

Section 9(2)(a)

/ POSTAL
/ WEBSITE

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz



© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Looking forward to your response.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz



© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: S241 [<mailto:S241@nzta.govt.nz>]

Sent: Monday, 30 October 2017 12:37 PM

To: Section 9(2)(a)

Cc: Section 9(2)(a)

Subject: RE: Authorised access to vehicle owner details

Hi Section 9(2)(a)

Thank you for your reply.

Our panel will be satisfied with a copy of the 2014 report plus monthly samples for the remaining years until your authorisation expired in June 2017.

Thank you

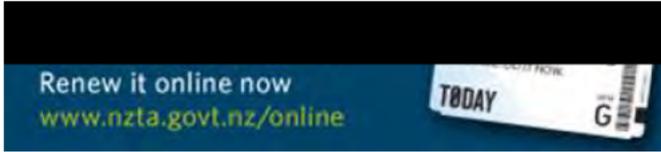
Katie Hodson / Manager Customer Response

Customer Service Centre

Section 9(2)(a)

E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)

Sent: Monday, 30 October 2017 9:36 a.m.

To: S241

Cc: Section 9(2)(a)

Subject: RE: Authorised access to vehicle owner details

Thanks for your response Katie. We definitely seem to be making progress.

With regard to your request for annual reports, due to the volume of vehicles would it be acceptable for us to just do a representative month from each year (from 2014). I believe we have done that in the past.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: S241 [<mailto:S241@nzta.govt.nz>]

Sent: Thursday, 26 October 2017 8:54 AM

To: Section 9(2)(a)

Subject: RE: Authorised access to vehicle owner details

Good morning Section 9(2)(a),

Thank you for your reply.

I have placed your response in front of our Panel to consider your comments, we also note that as a member of the NZ Institute of Private Investigators you may be able to make use of the authorisation that they are granted however this is still underway.

Can you please supply me with the Annual Reports for Thompson & Clark Investigations Limited outlined as a requirement in your previous authorisation; <https://gazette.govt.nz/notice/id/2013-au4667> "provide the Secretary for Transport with a report providing details of the purpose, the date, and the vehicle registration number of each enquiry made in relation to the Motor Vehicle Register during the term of the authorisation".

Thank you

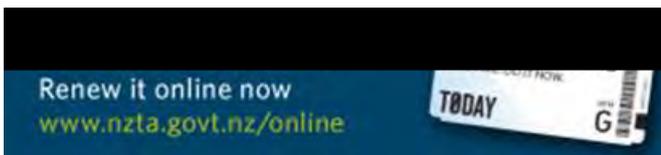
Katie Hodson / Manager Customer Response

Customer Service Centre

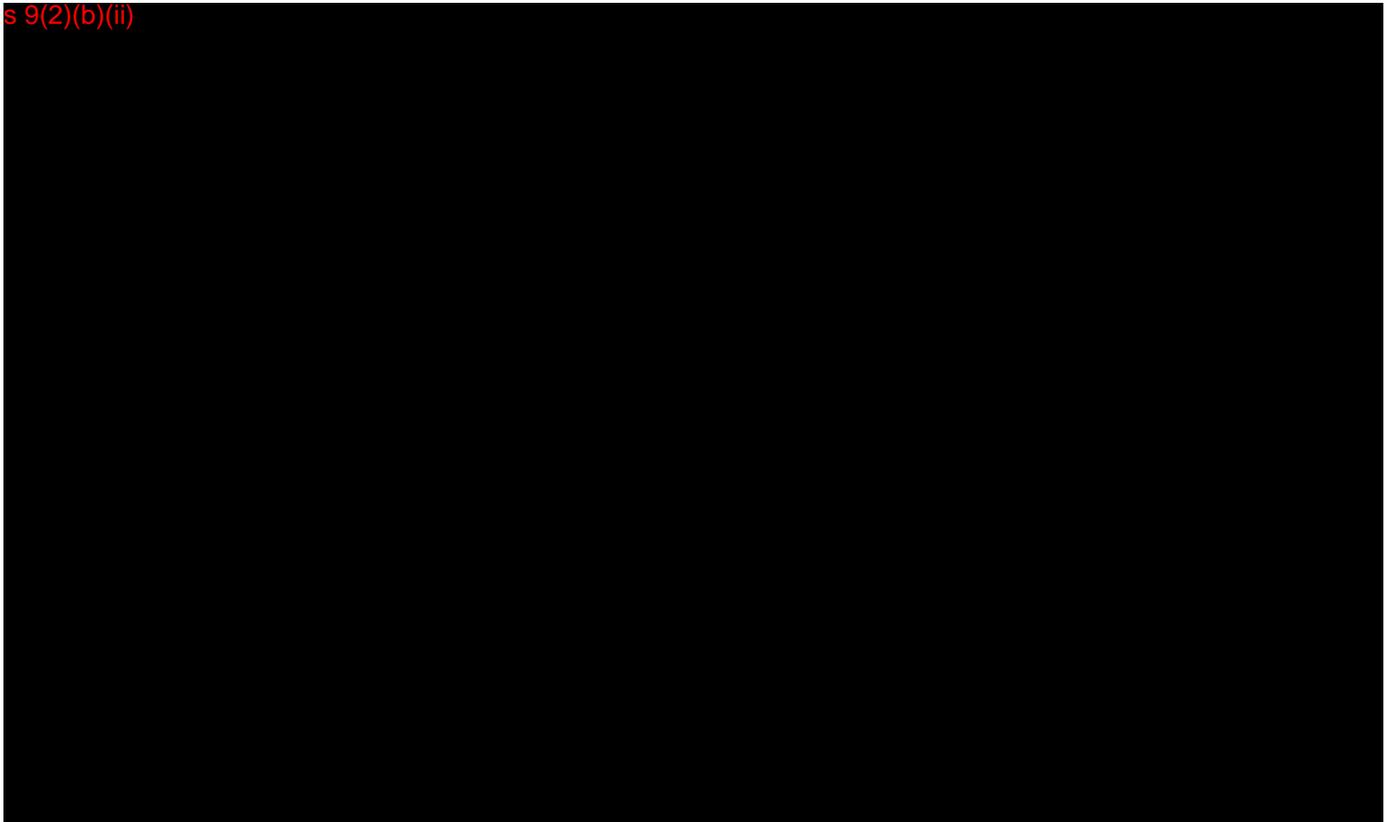
Section 9(2)(a)

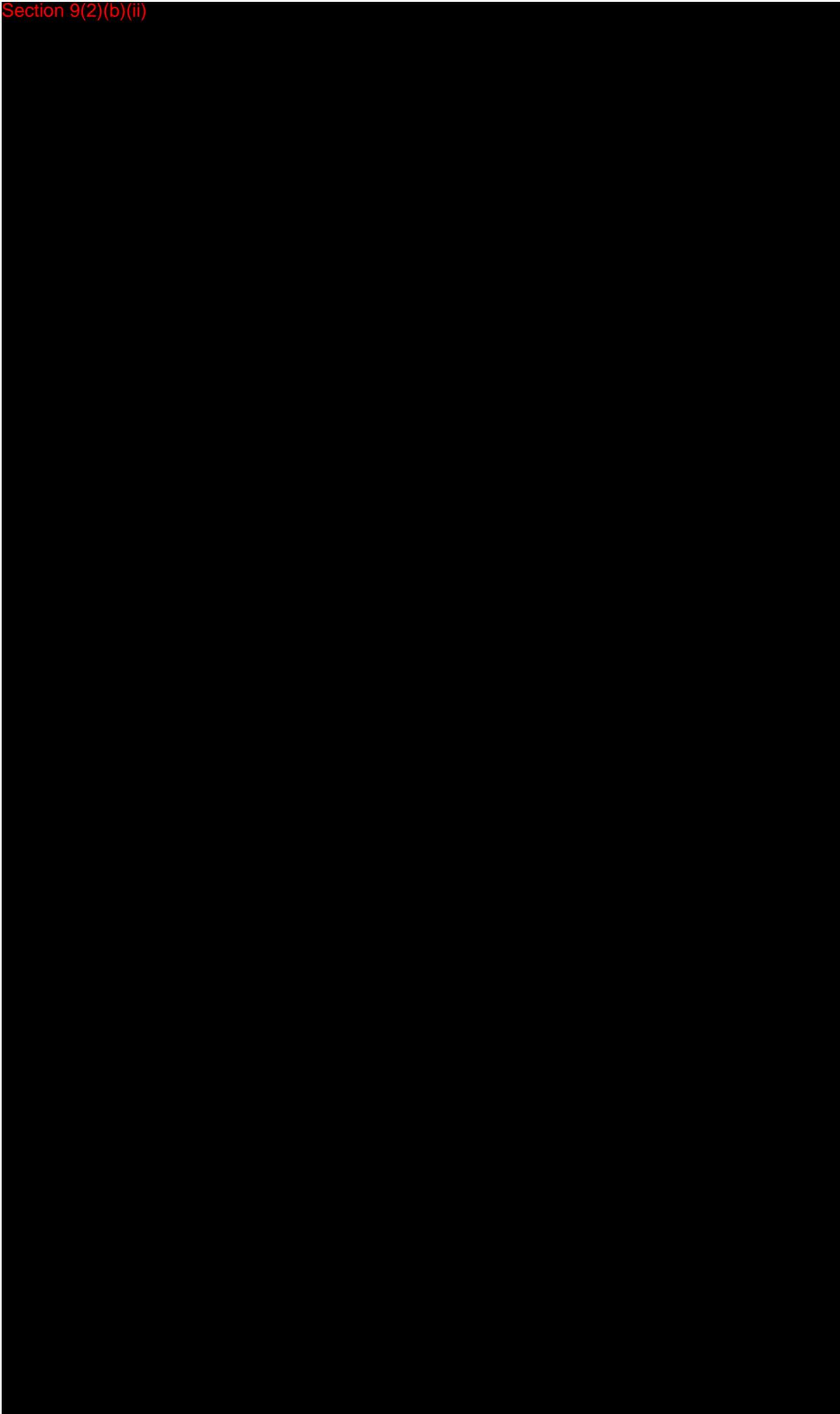
/ E katie.hodson@nzta.govt.nz / W nzta.govt.nz

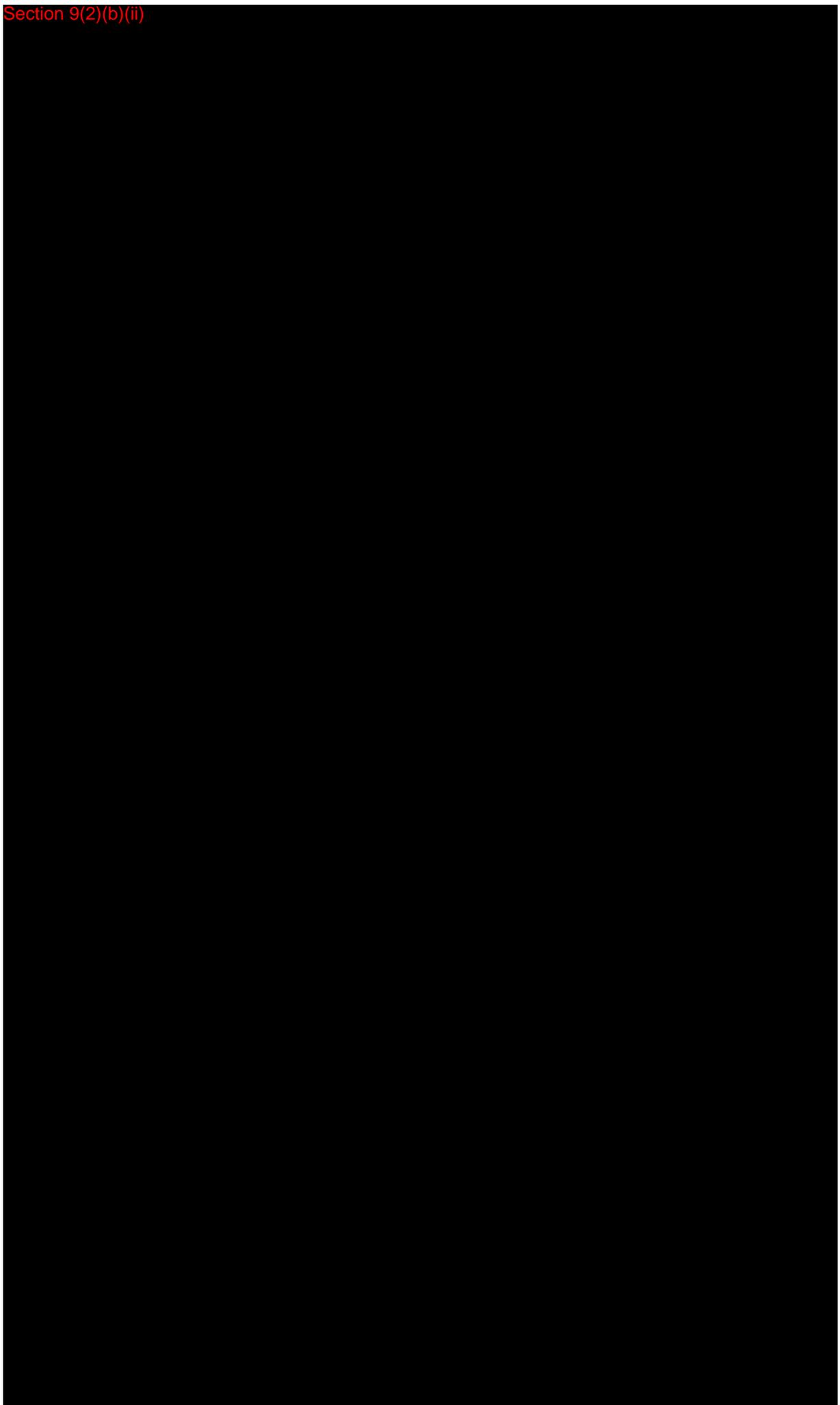
PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand

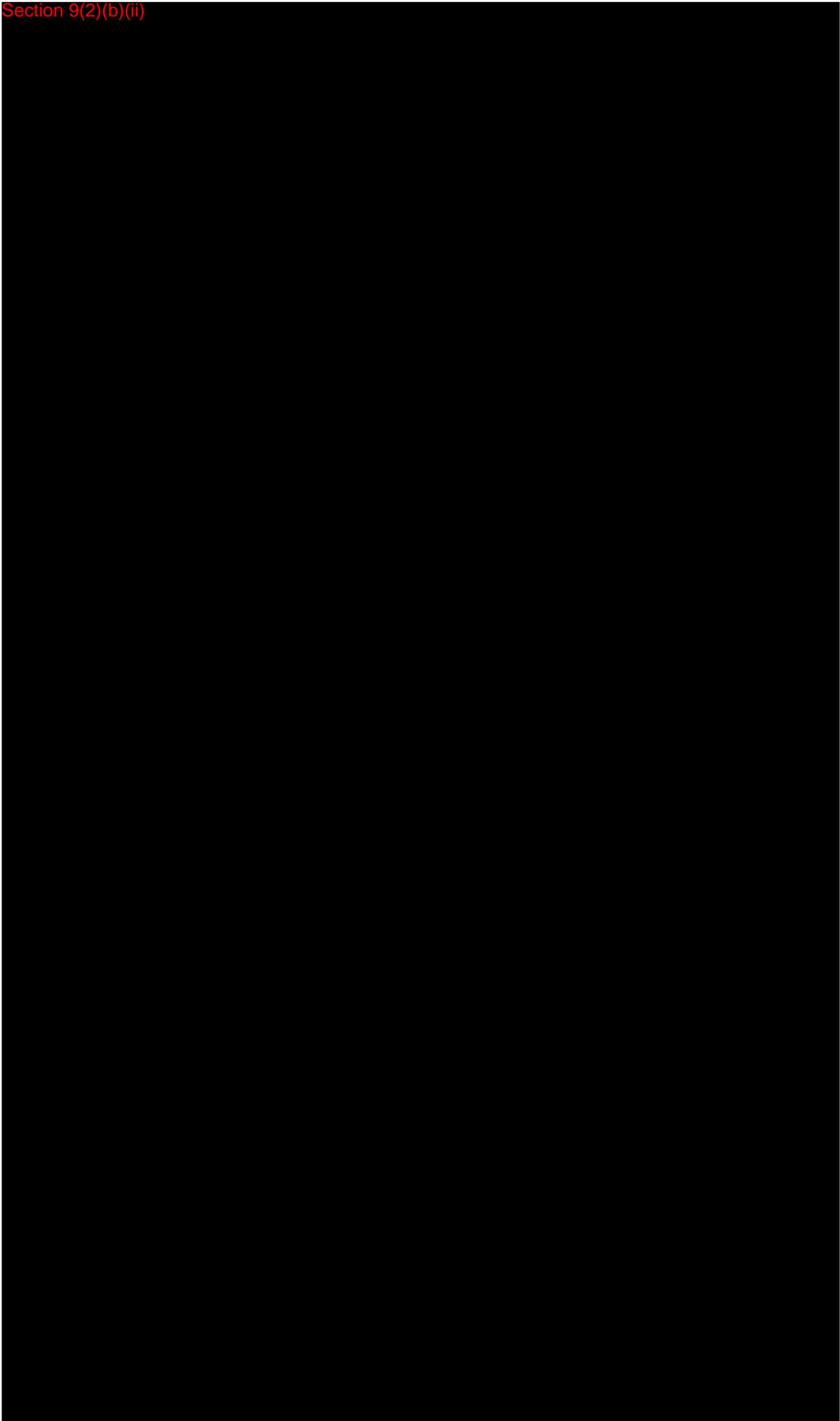


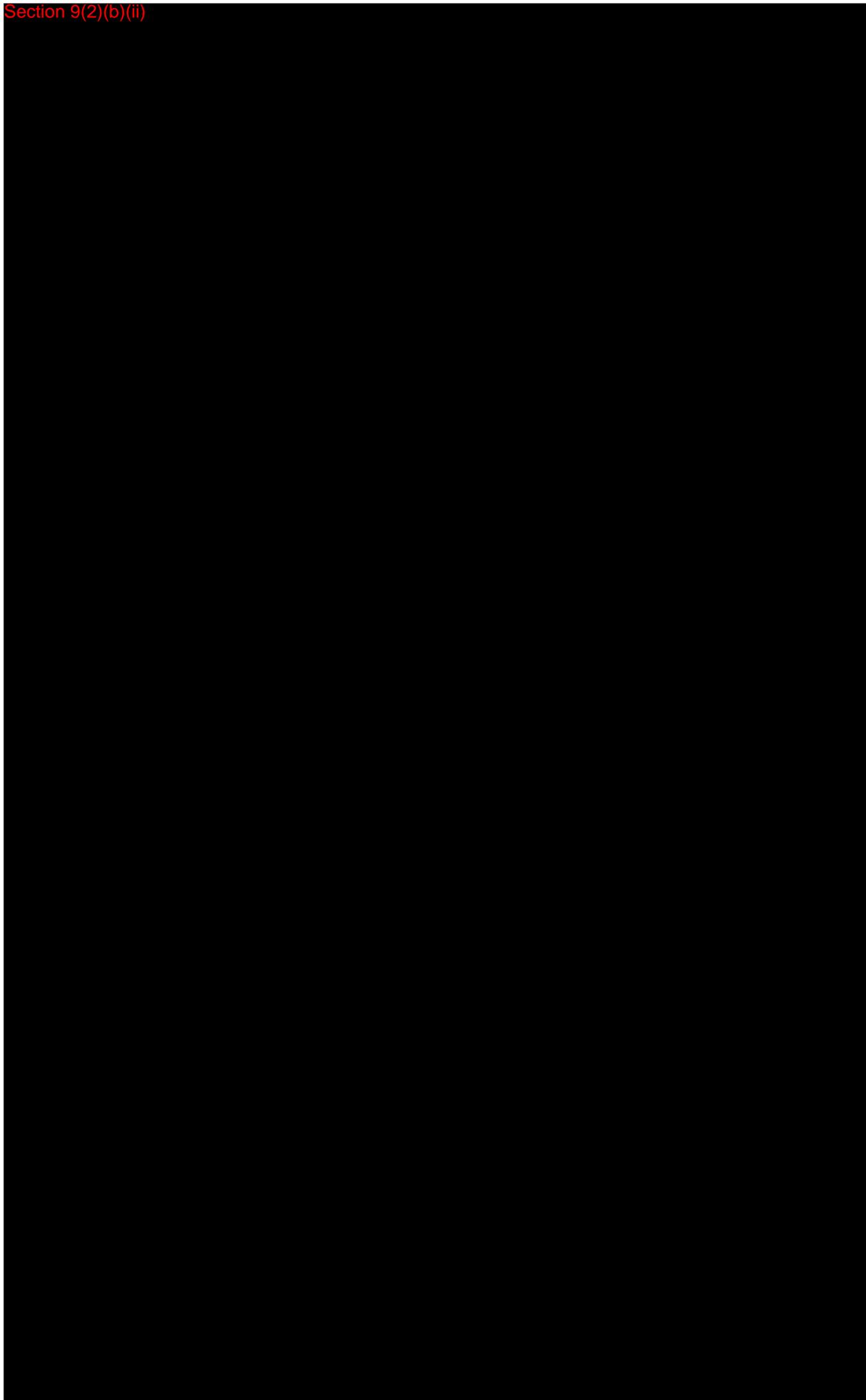
s 9(2)(b)(ii)



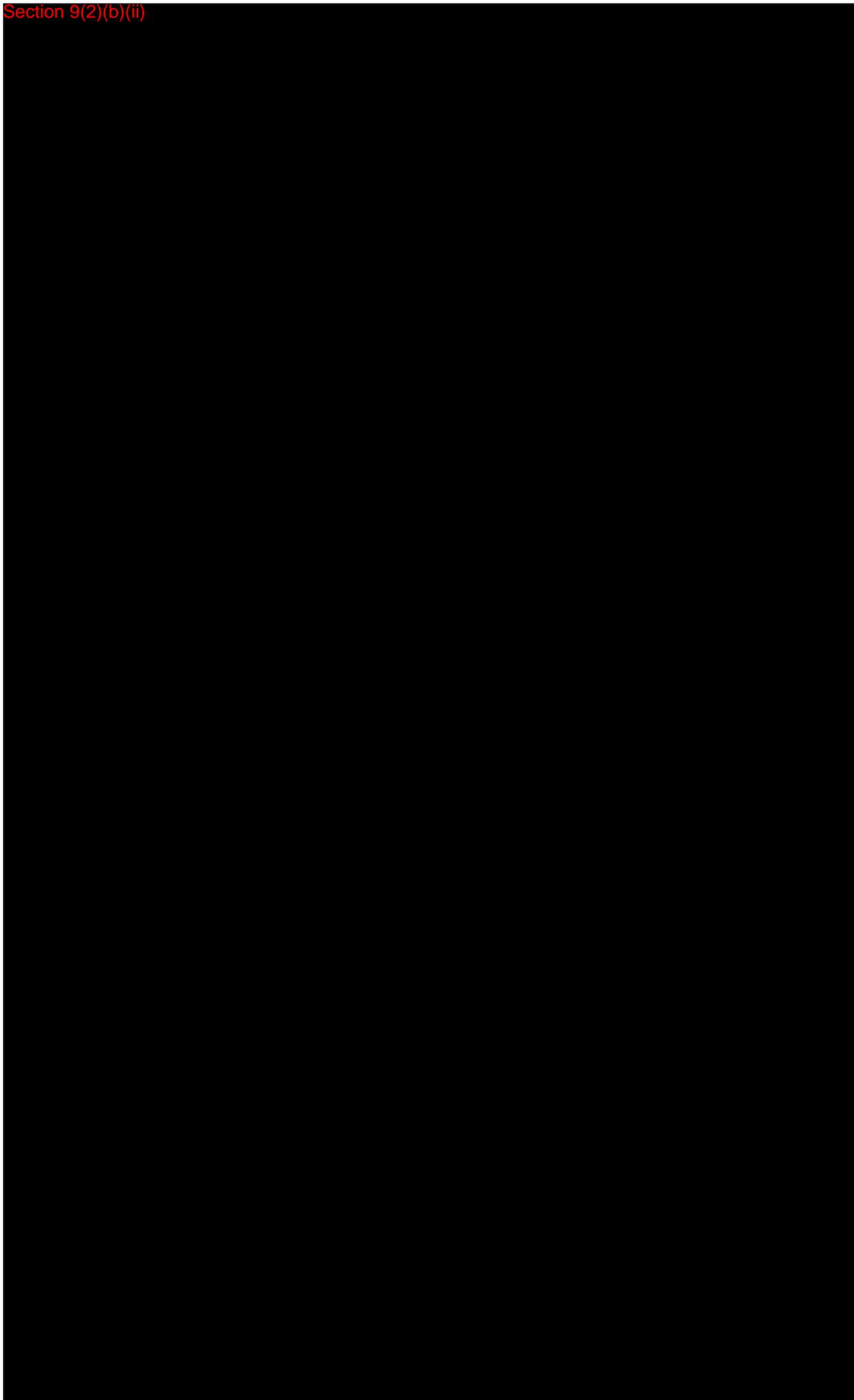


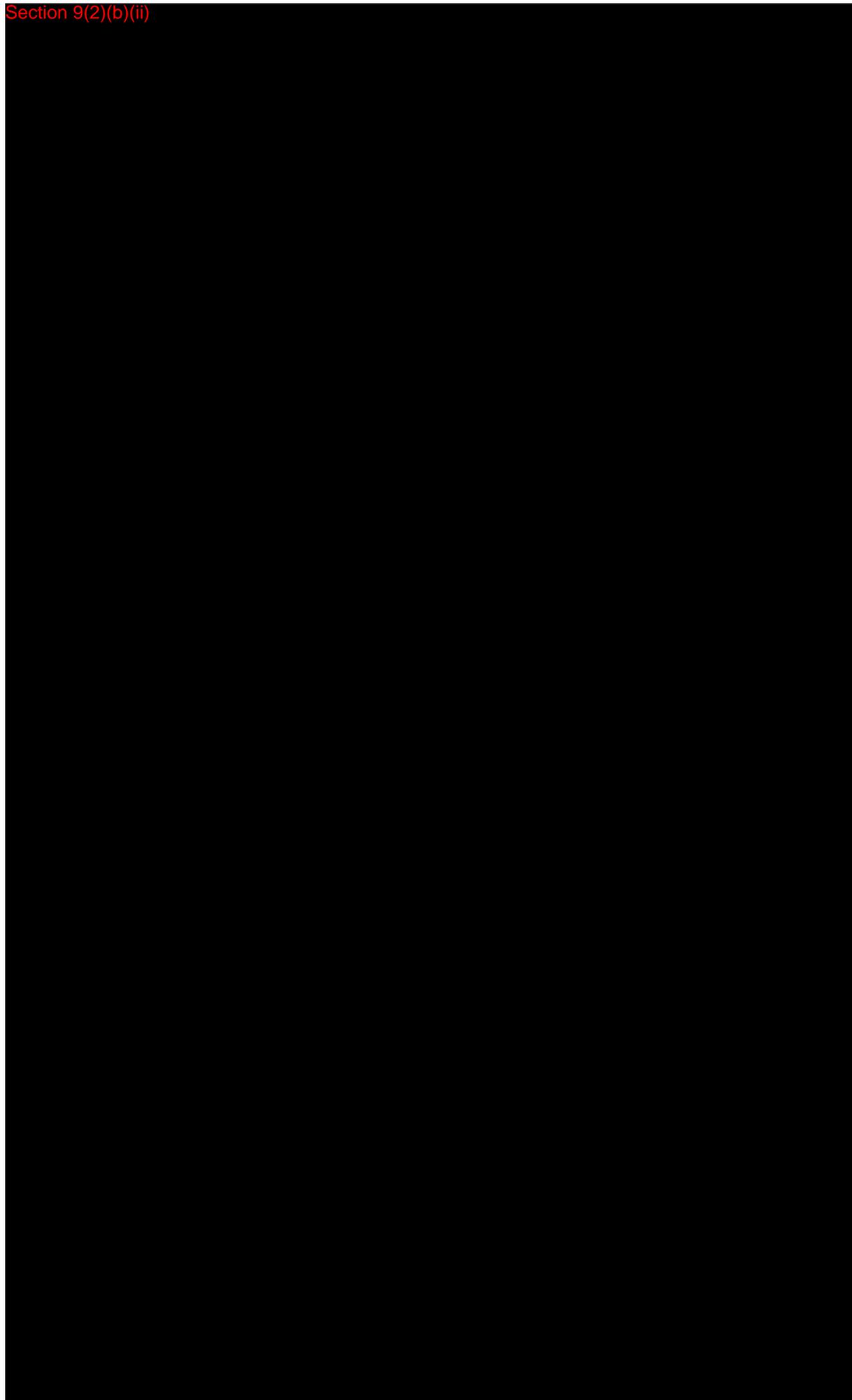


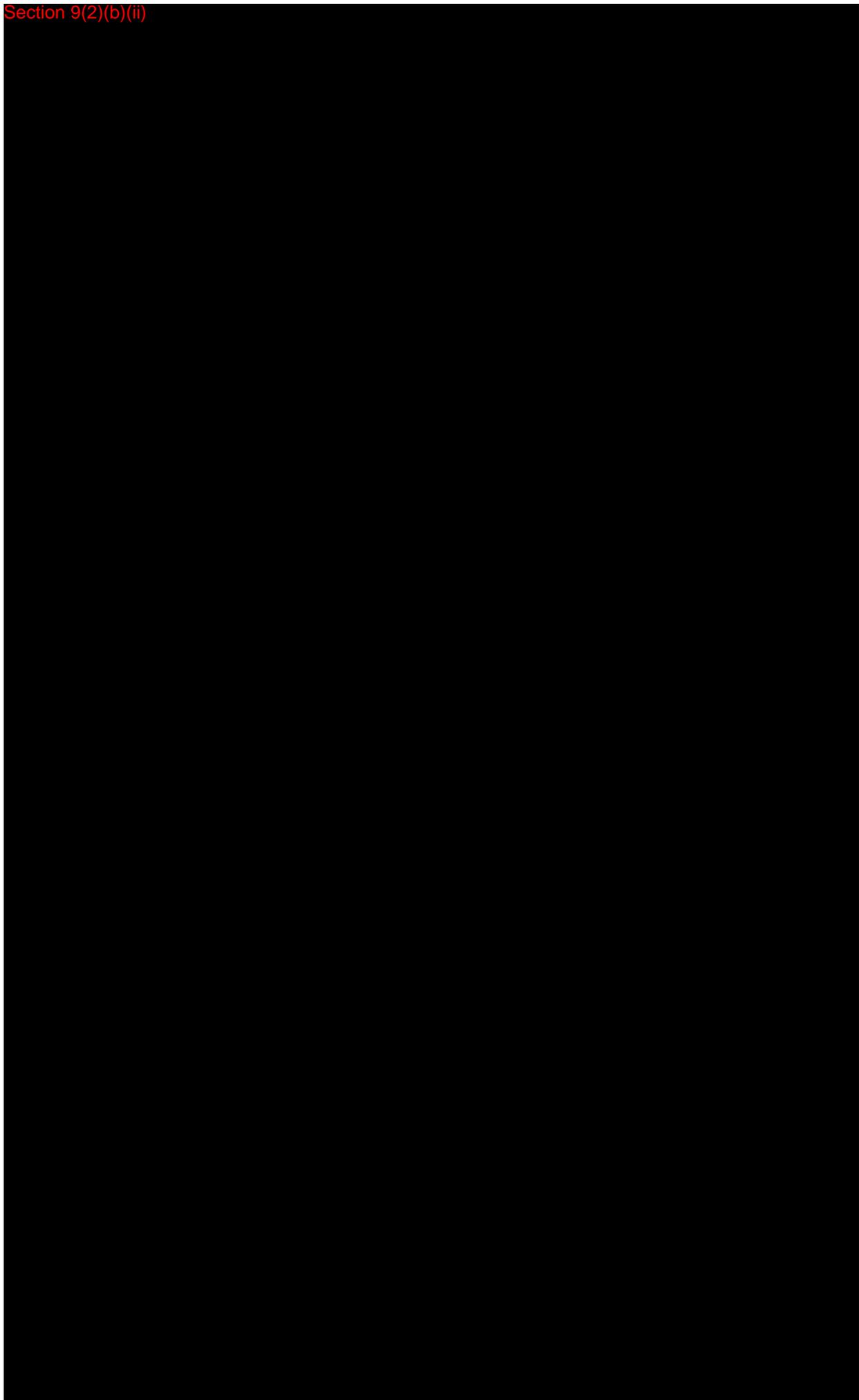


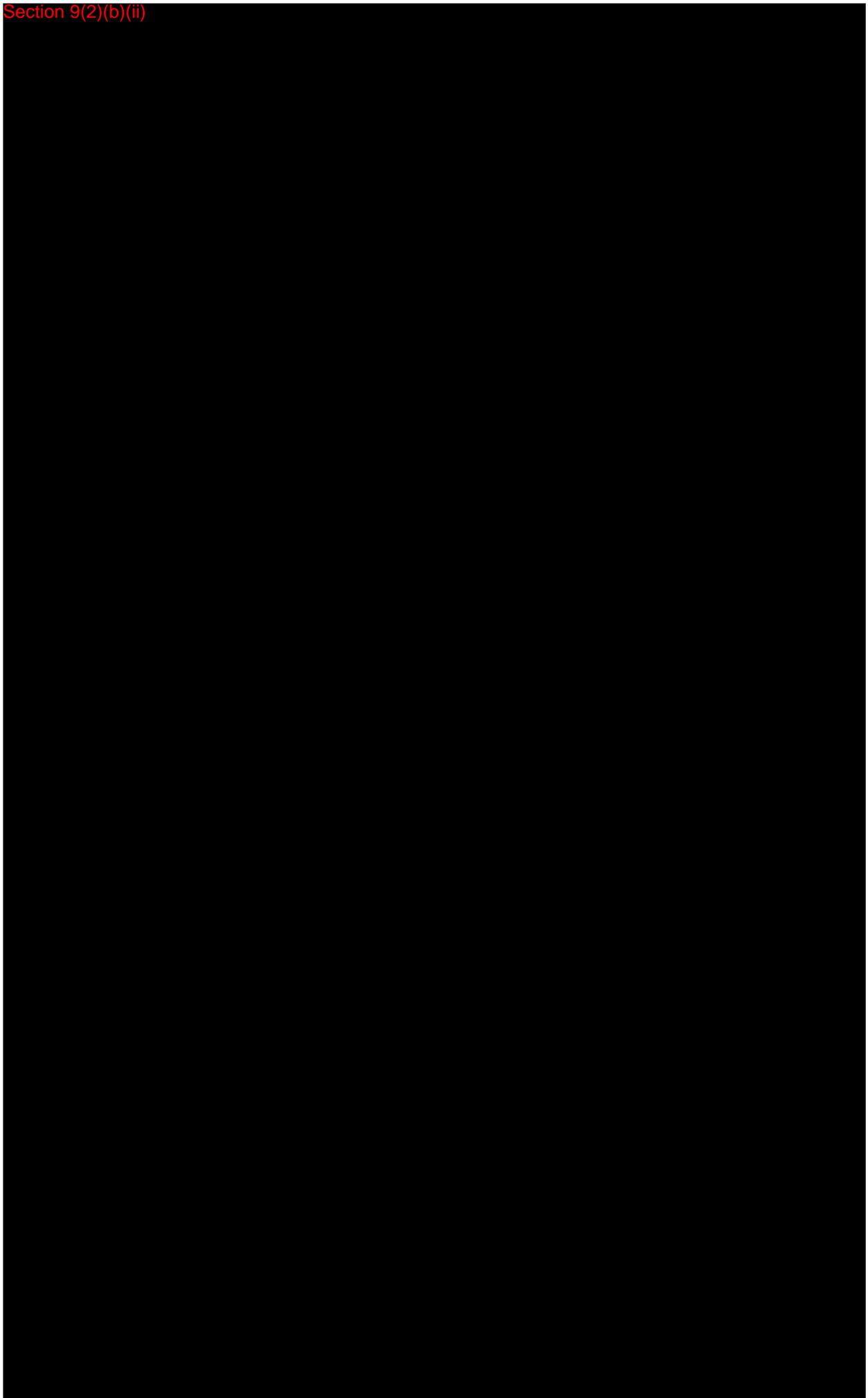


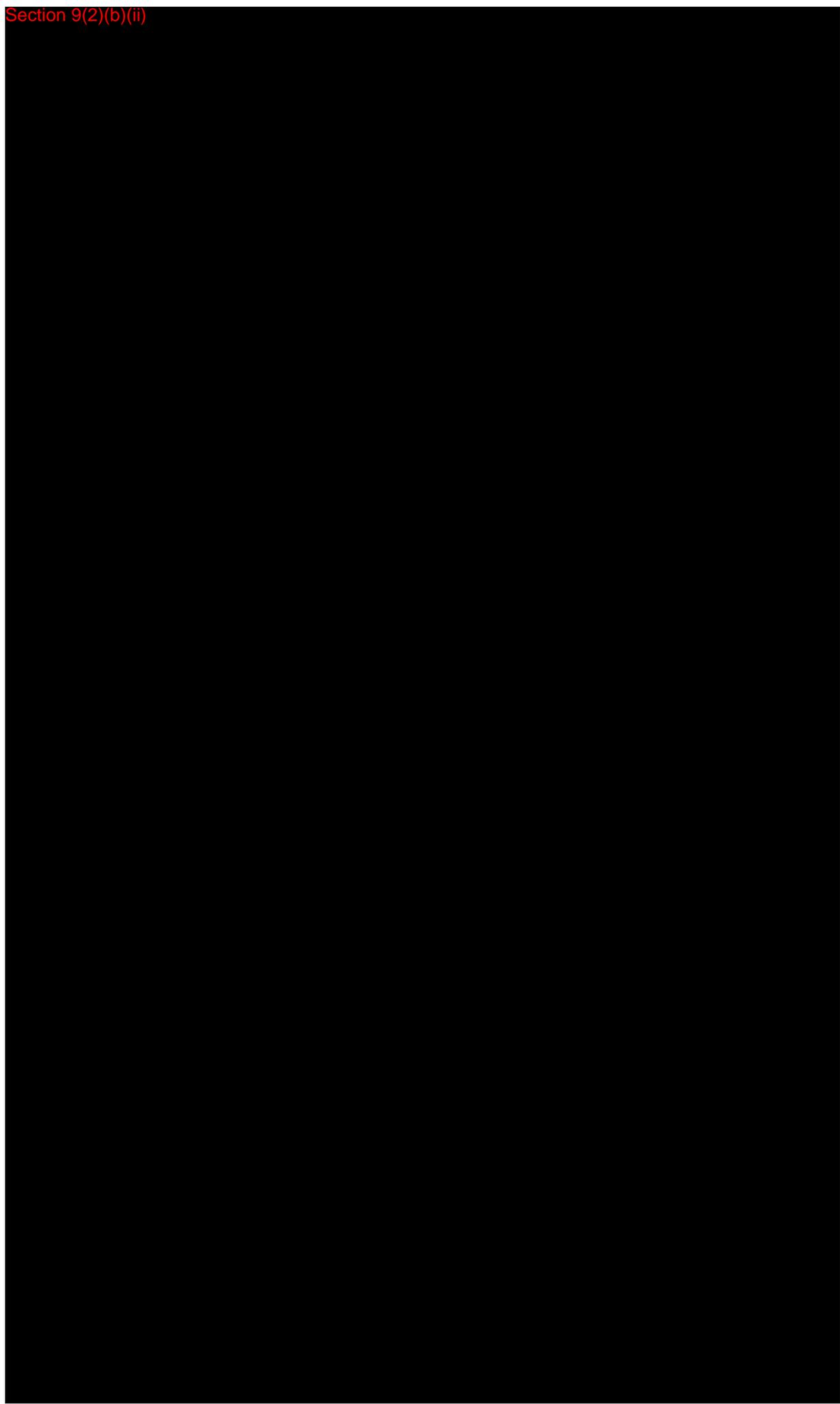




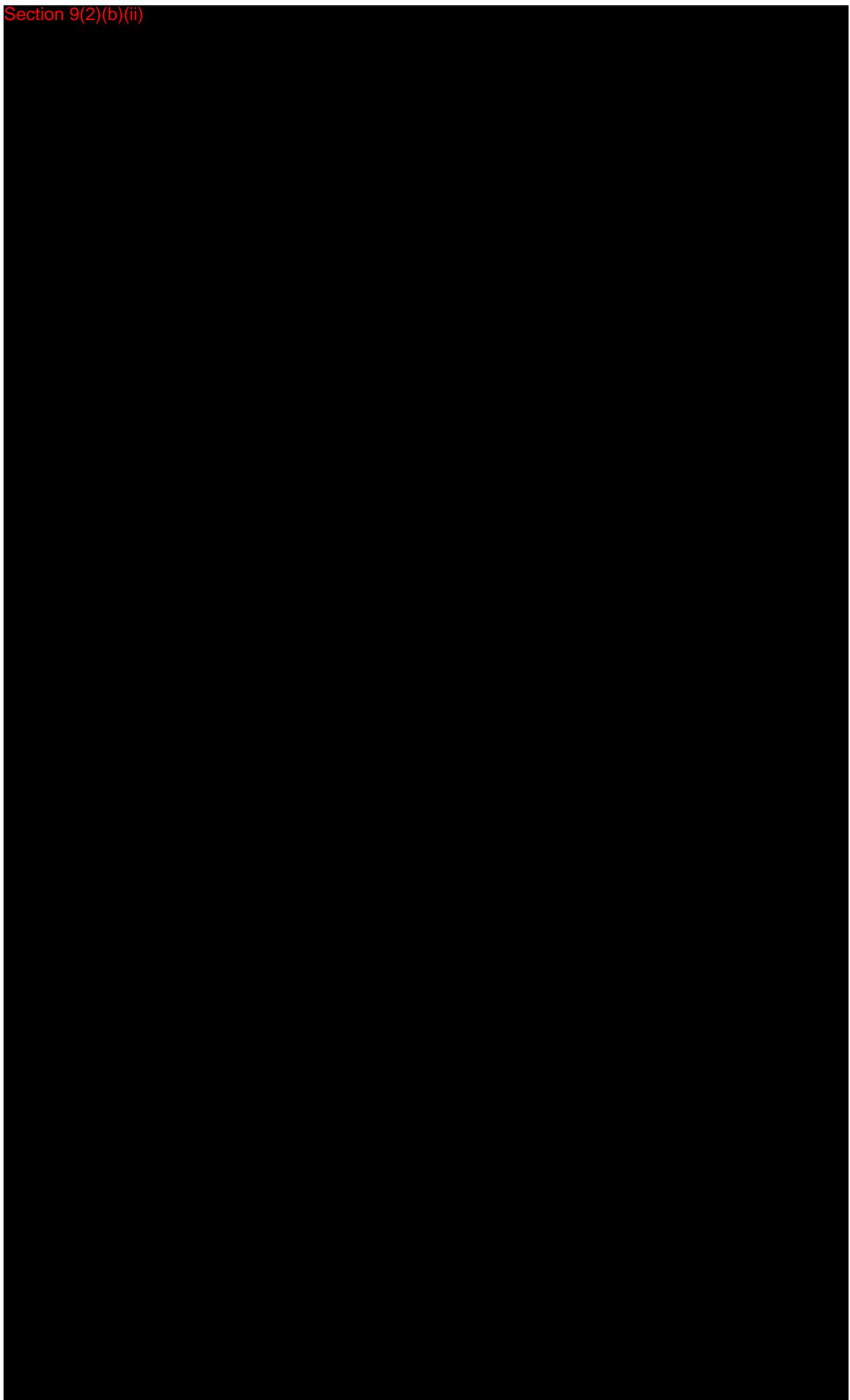


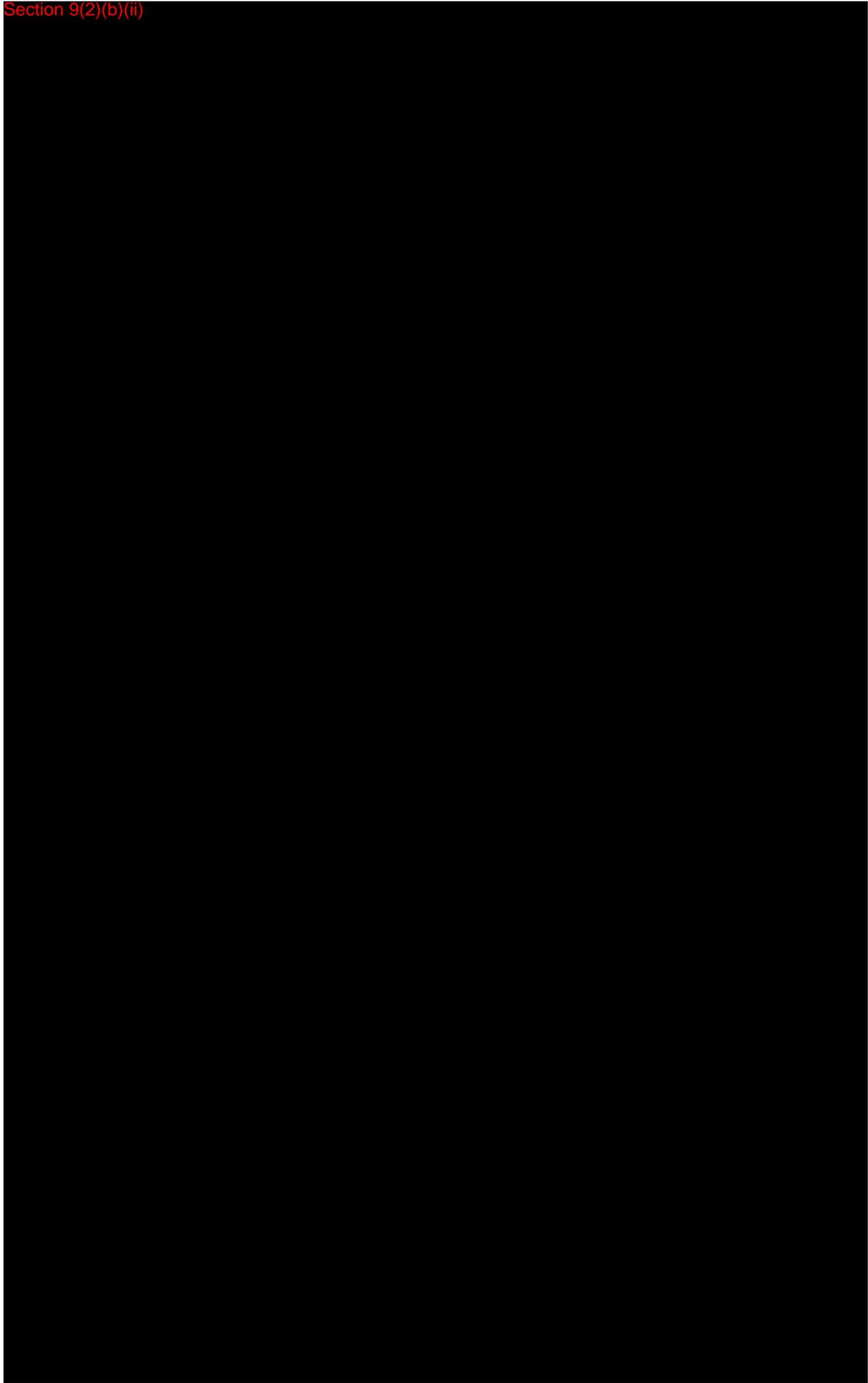


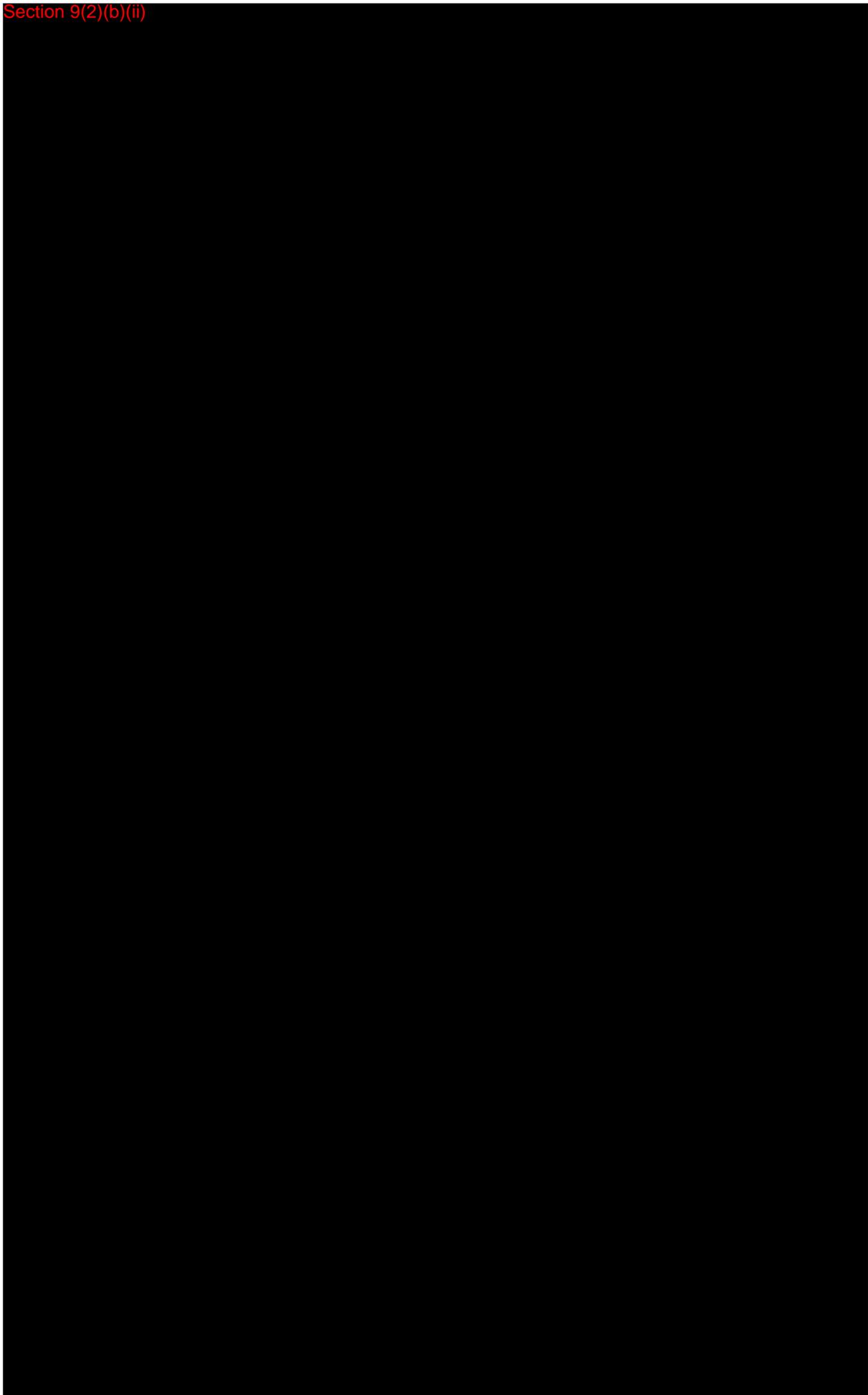


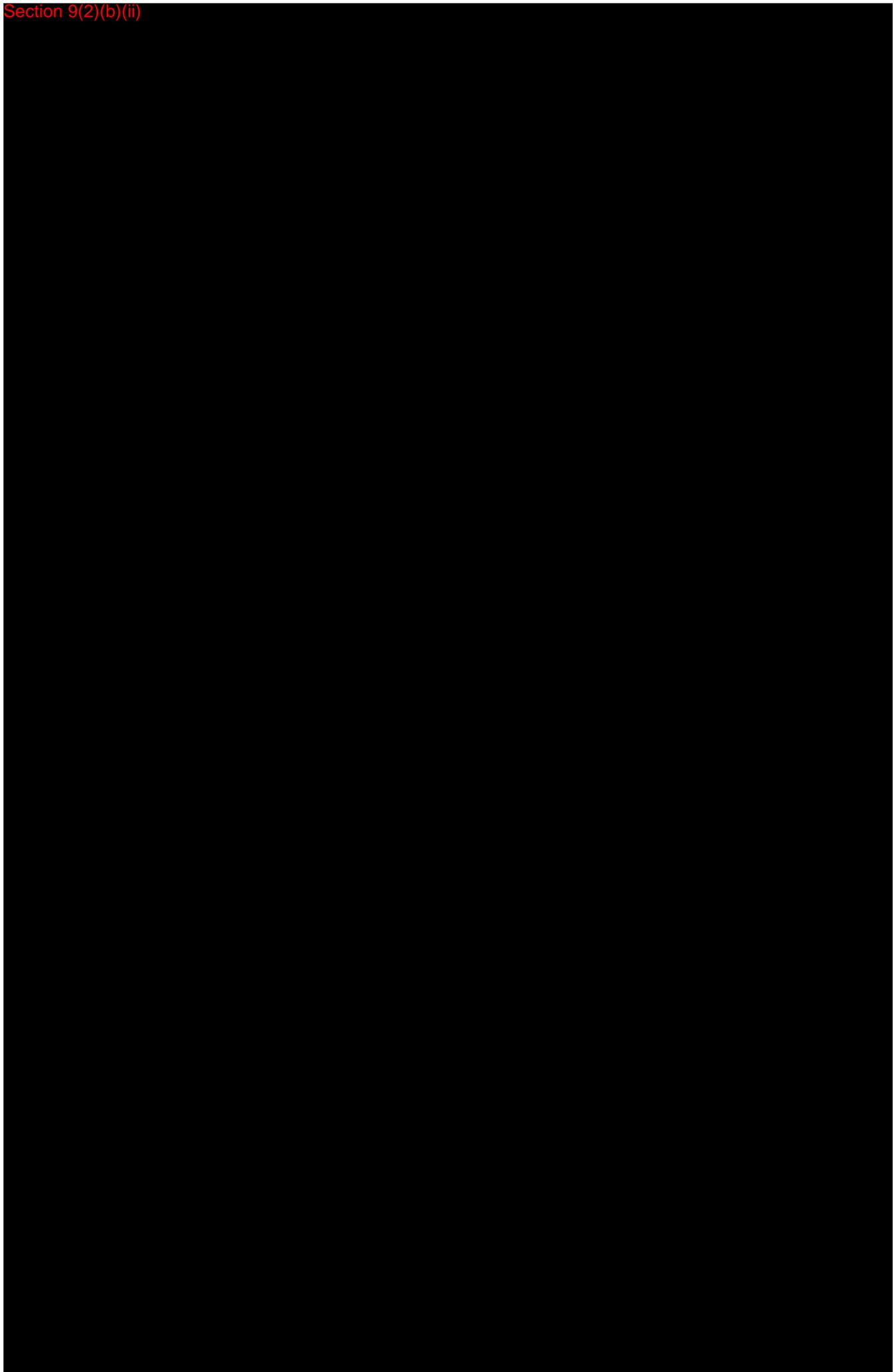


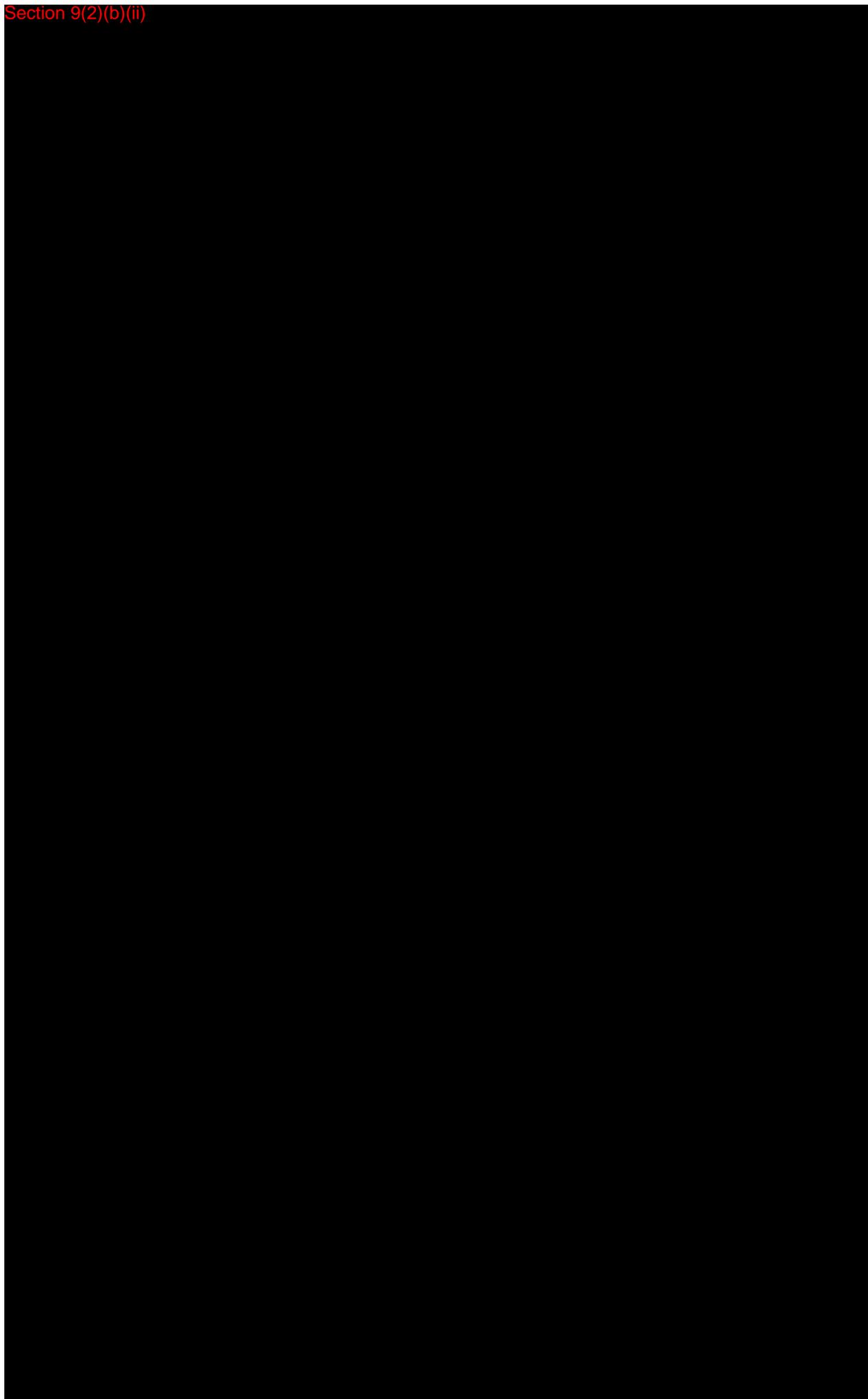


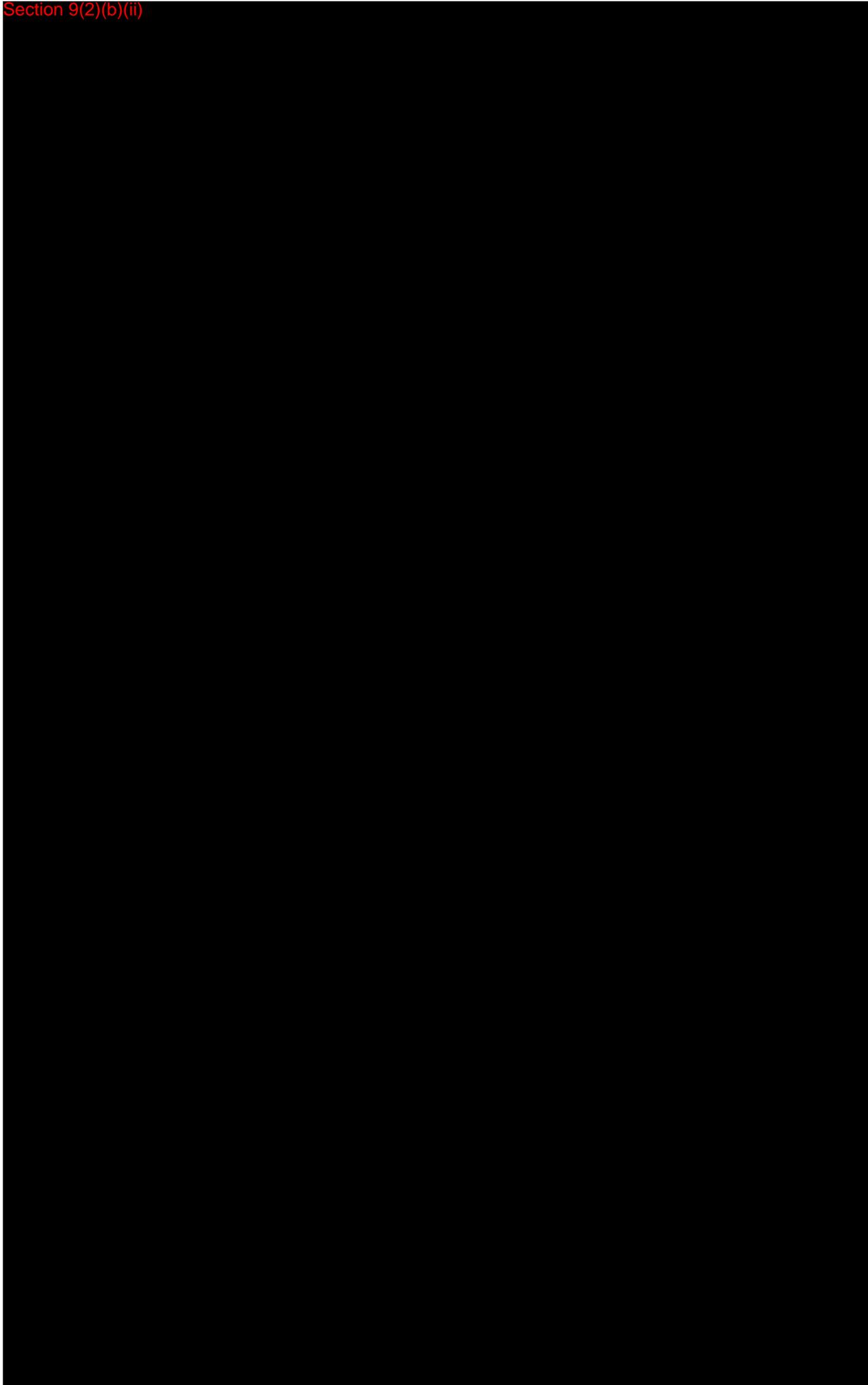


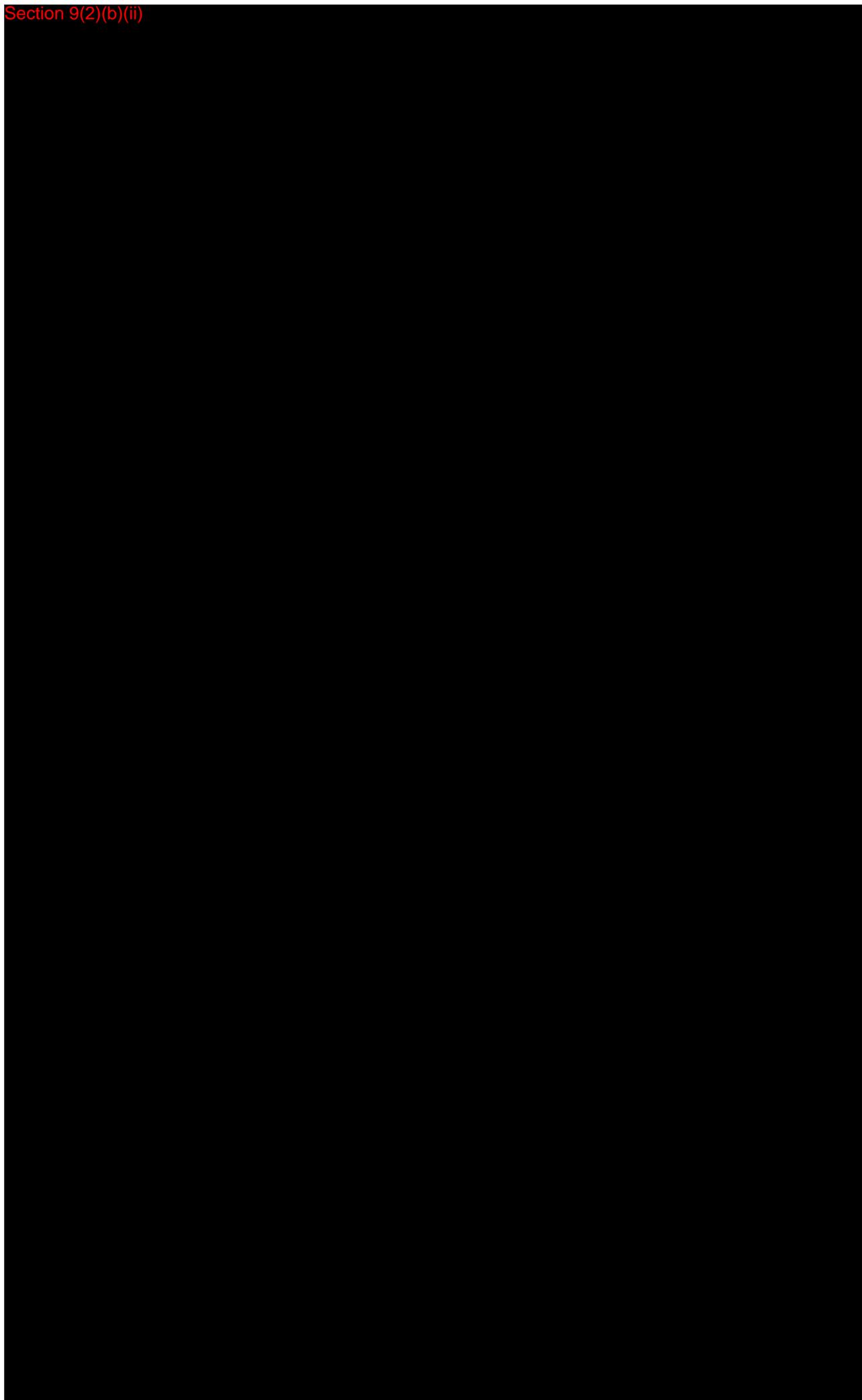


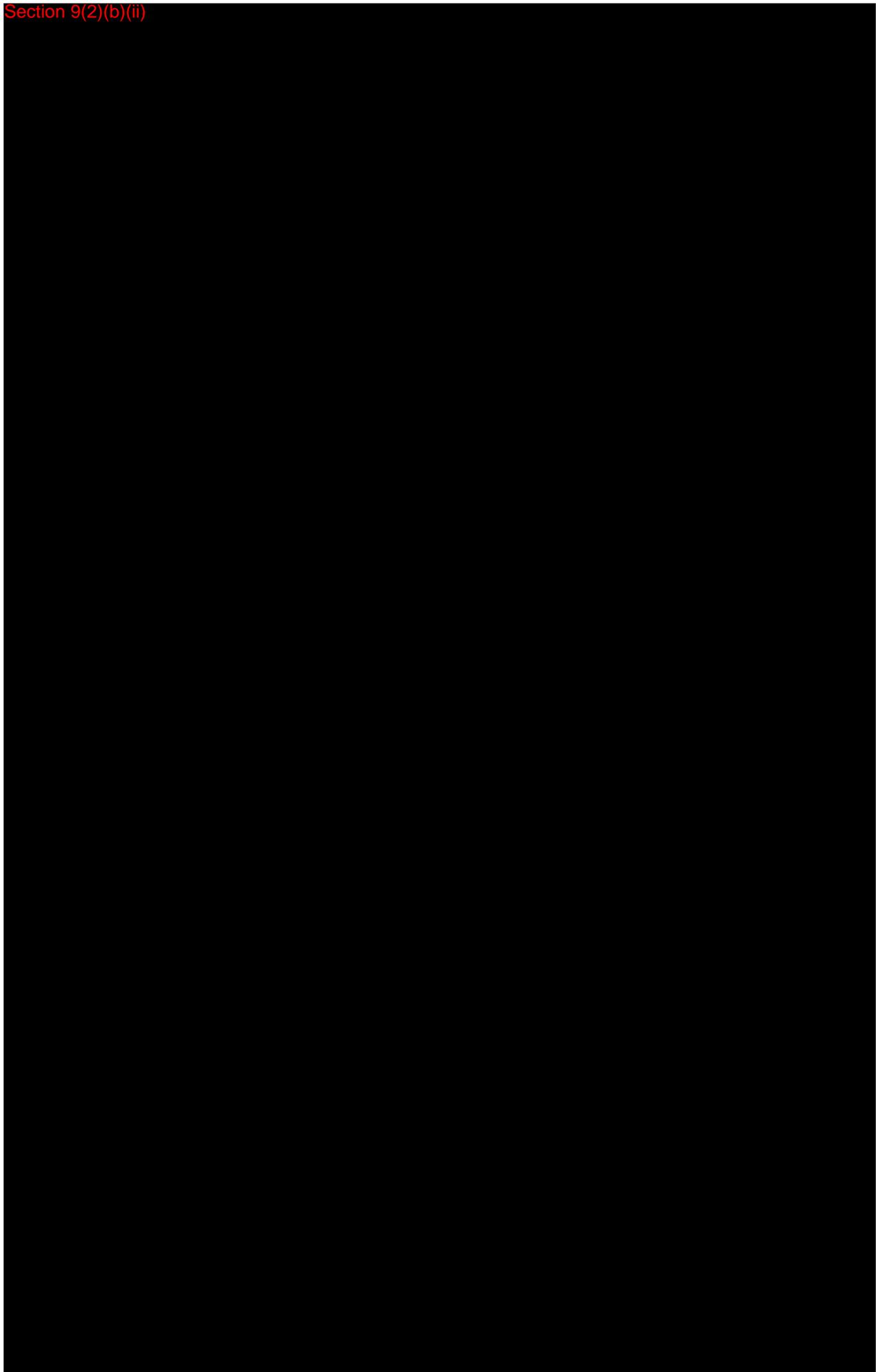


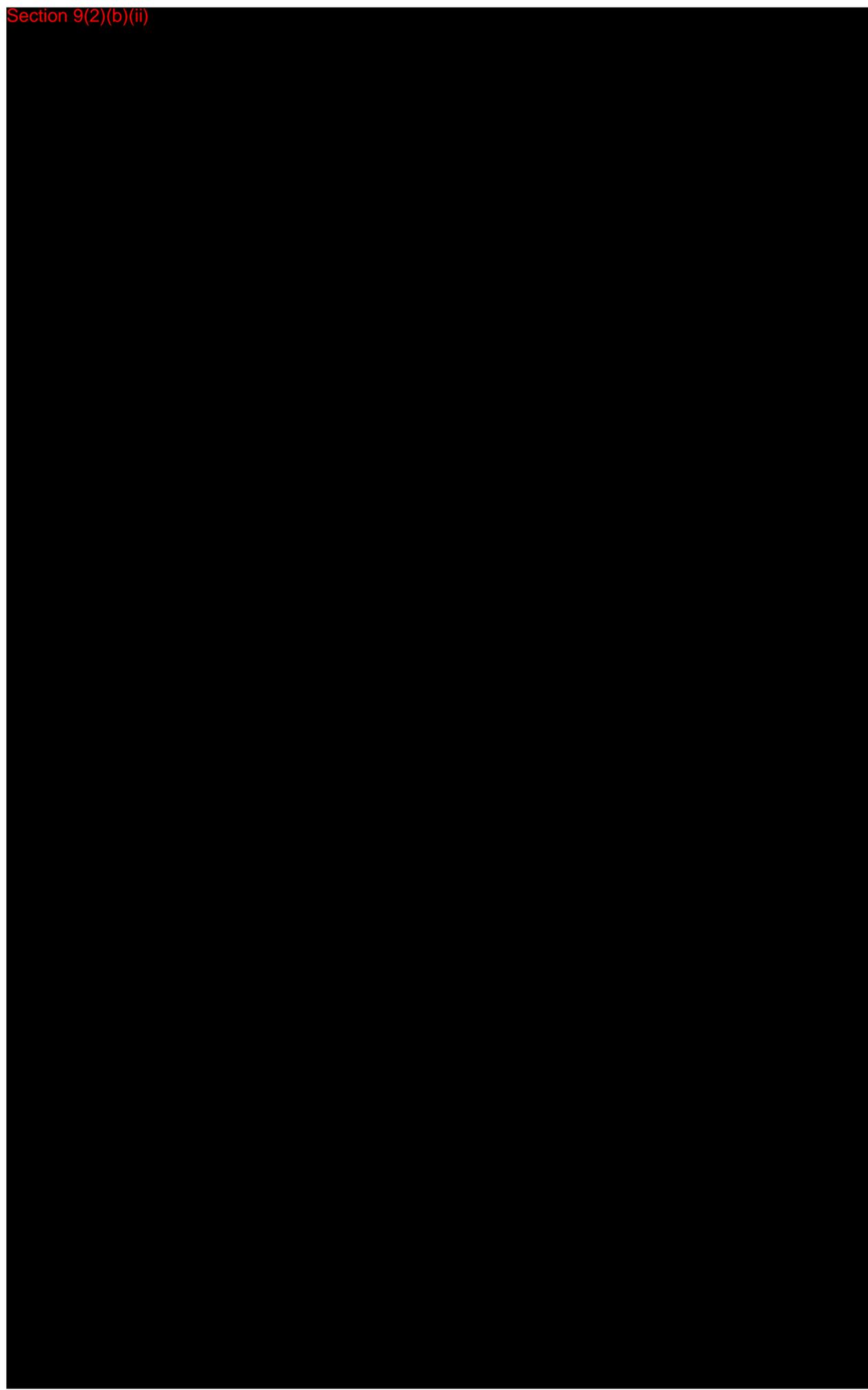


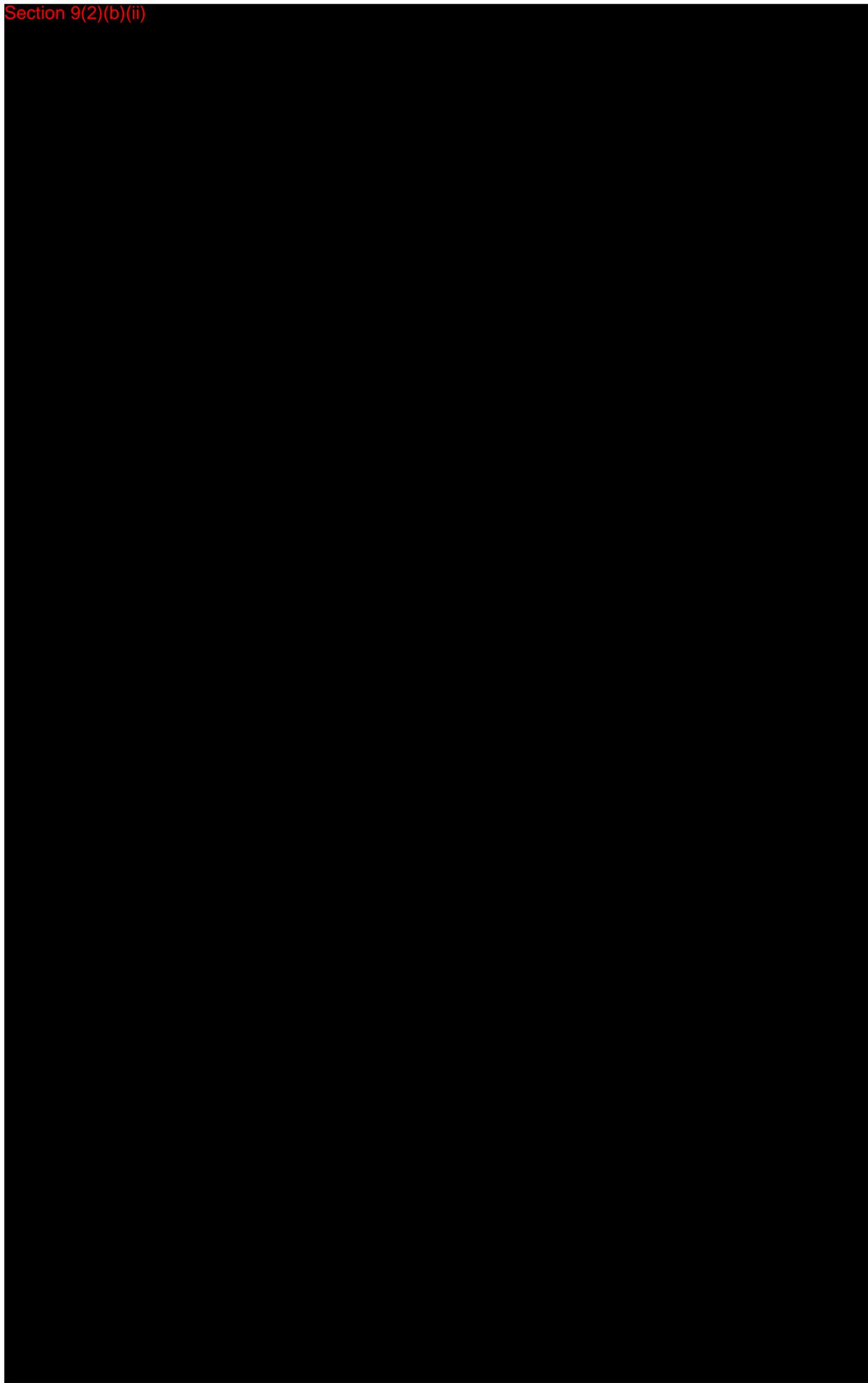


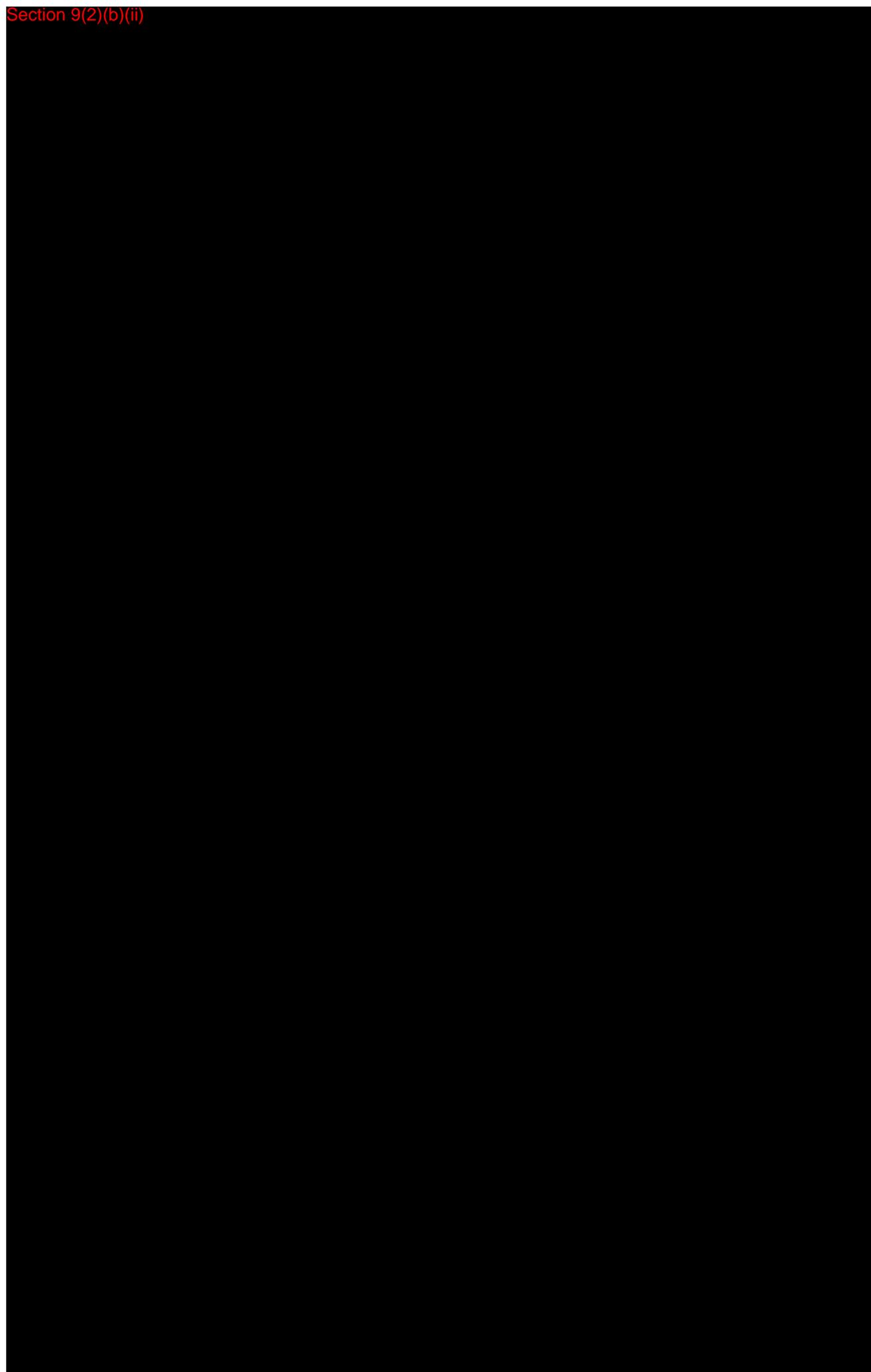


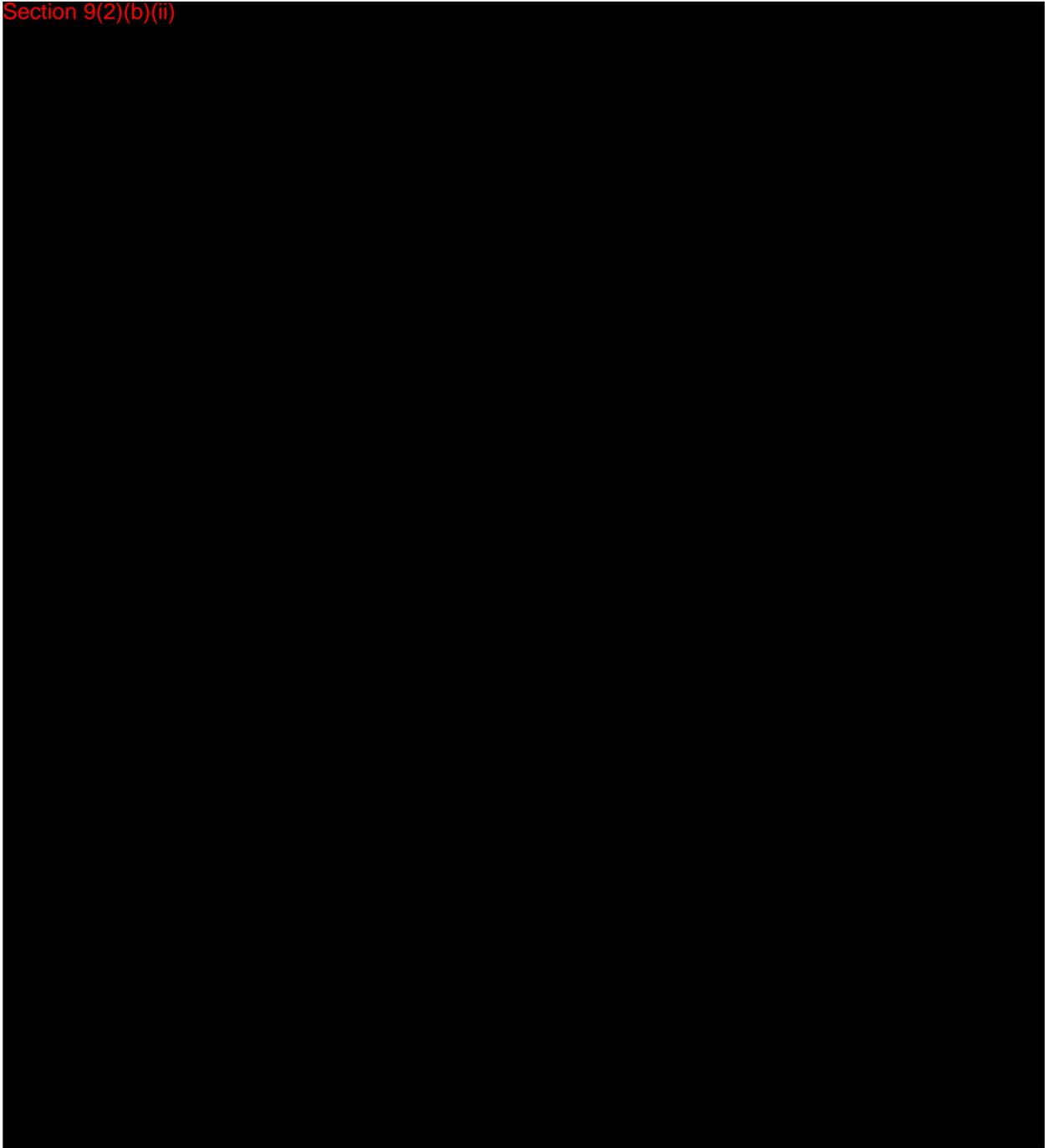




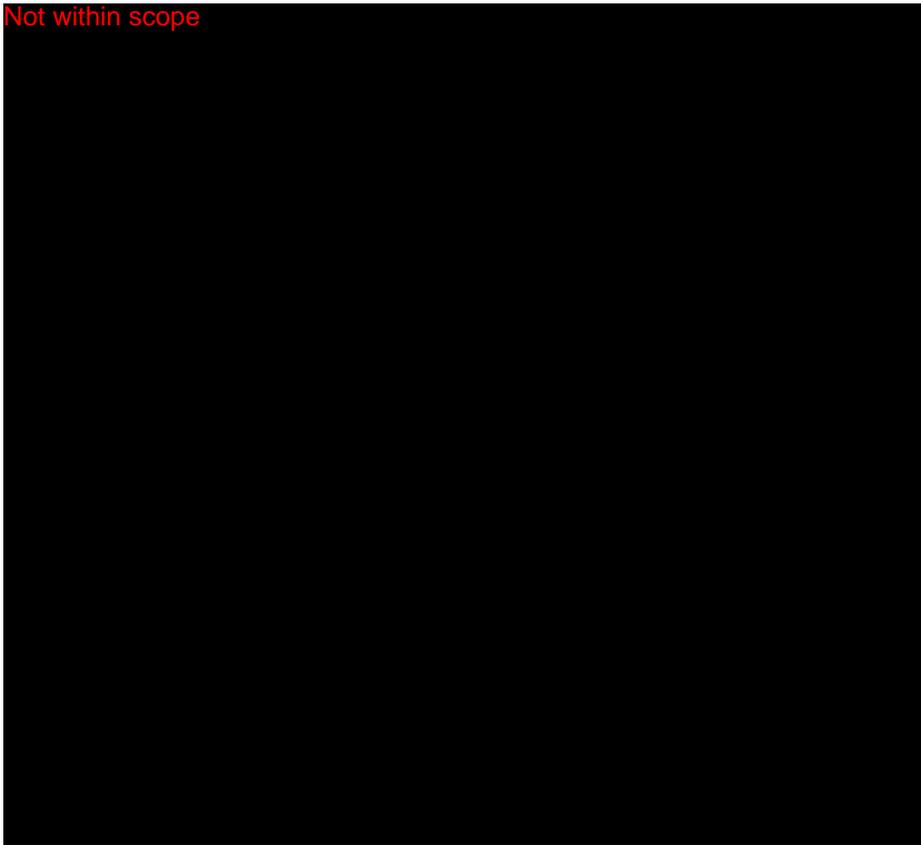








Not within scope

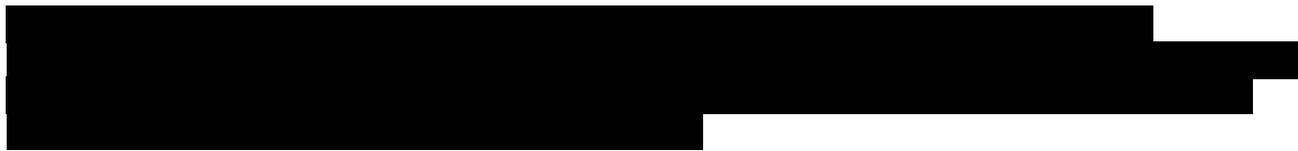
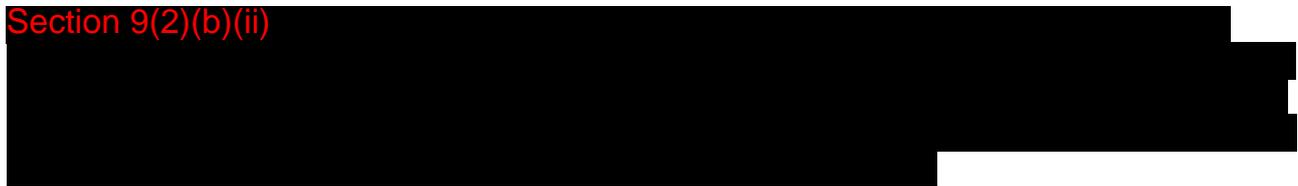


From: Section 9(2)(a)
Sent: Monday, 5 February 2018 5:52 p.m.
To: S241; Section 9(2)(a)
Cc: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Katie,

This is unacceptable it has been nearly 12 months since our application which was submitted in a timely manner. You sent an email in September 2017 advising that our application was in the final stages and was likely to be approved, that was four months ago.

Section 9(2)(b)(ii)



I have cc'ed this to information logistics who you mention below as I want them to know the facts.

I request that you please expedite this case as a matter of priority.

I also request that I be referred to a higher authority within your organisation so that I can discuss our case in the interests of advancing it further.

If LTSA was a private enterprise which survived based upon its company performance I'm afraid you would be out of business and all be looking for jobs.

Very dissatisfied customer **Section 9(2)(a)**

From: S241 [<mailto:S241@nzta.govt.nz>]

Sent: Monday, 5 February 2018 5:01 PM

To: **Section 9(2)(a)**

Subject: RE: Authorised access to vehicle owner details

Hi **Section 9(2)(a)**

Apologies for the delay in getting back to you.

I am seeking advice on the management of your application before proceeding any further. **Section 9(2)(b)(ii)**

At this stage, the Application for Registered Person details (MR31 Form) is the only way you can apply to obtain the registered person's name and address when you only have the registration plate number to go off. They are processed on a case by case basis, but are a separate work stream to Section 241 authorisation **Section 9(2)(b)(ii)**

I will be in touch with further information once I have discussed next steps with the Office of the Privacy Commissioner and members of the Transport Agency's' panel. Unfortunately I'm not able to provide an estimated timeframe but do hope to come back to you with an update in the next two weeks.

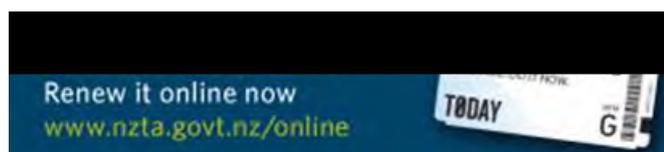
Regards

Katie Hodson / Manager Customer Response

Customer Service Centre

Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11 777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Wednesday, 31 January 2018 3:03 p.m.
To: S241; Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi Katie,

Are you able to give me an update on this please?

From: Section 9(2)(a)
Sent: Wednesday, 17 January 2018 10:29 AM
To: 'S241' <S241@nzta.govt.nz>; Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi Katie,

Happy New Year hope you had a good break.

Just touching base to see whether you can give me a timeline on how our application is progressing.

Section 9(2)(b)(ii)

Look forward to hearing from you.

Kind Regards

From: S241 [<mailto:S241@nzta.govt.nz>]
Sent: Friday, 15 December 2017 5:52 PM
To: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi

Thank you for your patience, I apologise for the lengthy delay in contact.

As you will appreciate having gone through a thorough application process and further clarification and questions this year, obtaining authorised access to the Motor Vehicle Register is a lengthy process not all dealt with in one team or by one person. We have undergone an external review of the management and controls of access via Section 241 this year and as well as the successful move to expire the old class authorisations, we have some improvements to make, namely to our monitoring and audit processes. While this has not directly held up your application, we have a duty to ensure we are

We are currently at a place of summarising the purposes for access on the selection of registration plates we have looked at and will run this summary of access through our panel and advising agencies (Police, Ombudsman and Privacy Commissioner) before putting forward the recommendation to approve further access to my General Manager who holds the delegation to make the final decision.

Regrettably we will not reach an outcome this year, I will be in touch when we have further information and if we can authorise TCIL for the gazetted terms given to NZIPI.

Thank you

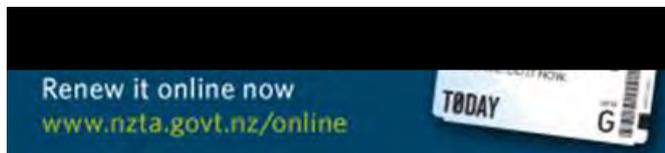
Katie Hodson / Manager Customer Response

Customer Service Centre

Section 9(2)(a)

/ E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)

Sent: Monday, 11 December 2017 2:21 p.m.

To: S241; Section 9(2)(a)

Subject: RE: Authorised access to vehicle owner details

Hi Katie,

Just following up on this and my last email sent to you on 5 December, can you advise whether we are likely to have an outcome this year.

Sorry to push the matter but Christmas is looming.

Kind Regards

Section 9(2)(a)

From: S241 [<mailto:S241@nzta.govt.nz>]

Sent: Wednesday, 29 November 2017 12:23 PM

To: Section 9(2)(a)

Subject: RE: Authorised access to vehicle owner details

Hi Section 9(2)(a)

I had a brief meeting with the panel yesterday and we will consult on the draft decision in line with the reports we are currently looking at and get back to you.

In addition to this, you may already be aware the NZ Institute of Private Investigators had made an application on behalf of their members of which Section 9(2)(a) is one. The authorised members of NZIPI have been approved for the following; <https://gazette.govt.nz/notice/id/2017-au5939>. As we are still considering a separate application from Thompson and Clark Investigations Limited we have not named Section 9(2)(a) as an authorised member of the NZIPI – this will be considered by the panel as well to see if the NZIPI purposes for access are appropriate for the time being.

Just on progressing your application further we are assessing the reports you have sent us. Can you please advise the situation that lead to a query on the attached selection of registration plates. I acknowledge your comments about not giving the specific purpose of the nature of the work around each of these queries, however providing this context is a requirement of your use of the section 241 access.

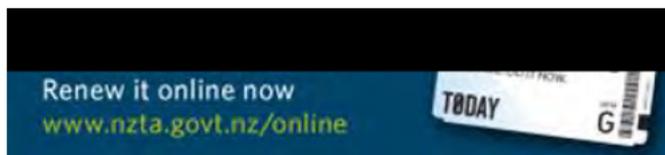
Thank you

Katie Hodson / Manager Customer Response

Customer Service Centre

Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Tuesday, 28 November 2017 9:12 a.m.
To: Section 9(2)(a) Katie Hodson
Subject: RE: Authorised access to vehicle owner details

Hi Katie,

As our application dates back to March this year and we have already been offered some access (although less than what we have wanted) are we able to have the minimum access now and discuss the other points that we have requested later?

Seems to me this is dragging on and with Christmas looming may not be resolved soon enough.

What do you think?

Regards Section 9(2)(a)

From: Section 9(2)(a)
Sent: Monday, 27 November 2017 1:46 PM
To: Katie Hodson <Katie.Hodson@nzta.govt.nz>
Cc: Section 9(2)(a)
Subject: FW: Authorised access to vehicle owner details

Hi Katie

Could you please give me an update on the status of our application.

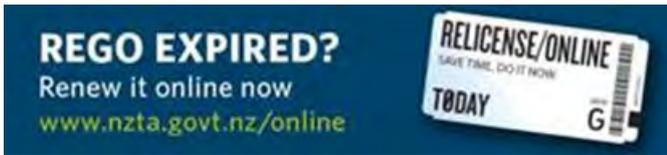
Thank you.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz



From: Section 9(2)(a)
Sent: Wednesday, 28 March 2018 12:11 p.m.
To: Katie Hodson
Cc: Section 9(2)(a)
Subject: FW: Authorised access to vehicle owner details

Hi Katie

Are you able to get back to me re this timeline please (refer email below).

Thanks.

Section 9(2)(a)

From: Section 9(2)(a)
Sent: Wednesday, 21 March 2018 4:18 PM
To: 'Katie Hodson' <Katie.Hodson@nzta.govt.nz>; Section 9(2)(a)
Cc: Section 9(2)(a) S241 <S241@nzta.govt.nz>
Subject: RE: Authorised access to vehicle owner details

Hi Katie

Could you give me an idea of the timeline around this being gazetted please.

Thanks

Section 9(2)(a)

From: Katie Hodson [<mailto:Katie.Hodson@nzta.govt.nz>]
Sent: Friday, 2 March 2018 1:38 PM
To: Section 9(2)(a)
Cc: Section 9(2)(a) S241 <S241@nzta.govt.nz>
Subject: RE: Authorised access to vehicle owner details

Hi Section 9(2)(a)

I note the exceptional delay in getting an outcome for you, this is certainly not how I hoped things would progress.

Your reply to our draft decision in October requesting other purposes was taken back through our panel at which point we requested reports of your access that also had to be reviewed alongside the reasons you wanted to be authorised for. This changed the expected timeframe and I'm sorry that I've not make it clear at that stage that it would.

Section 9(2)(b)(ii)

I understand your company has been impacted however authorised access to the Motor Vehicle Register is not by right. The NZ Transport Agency was delegated this function by the Ministry of Transport in 2011 and are responsible for ensuring that all who are authorised, comply with the purposes, terms and conditions of their authorisation. In light of the business impacts, we thought it reasonable to allow the same authorisation that has been given to approved members of the NZ Institute of Private Investigators (NZIPI) so you can continue the same business as these members without being in breach of any terms. Your request for other purposes will not be included at this stage.

As you are already a member of the NZIPI, the final stage to allow you access is a case of updating authorised list and obtaining approval from our GM who holds the delegation to authorise under Section 241 of the Land Transport Act 1998. Please reply to this email confirming your acceptance to the below purposes and conditions also found in the NZIPI gazette notice here; <https://gazette.govt.nz/notice/id/2017-au5939>.

Persons: Members of New Zealand Institute of Professional Investigators Incorporated (NZIPI) who hold a private investigator licence and are authorised by the NZ Transport Agency.

Purposes:

- Preparing evidence related to criminal offences;
- the detection and investigation of suspected fraud;
- enforcing Court orders and judgments; and
- when acting as a contracted agent on behalf of government agencies with law enforcement functions, to assist in carrying out those functions.

Term: For a period of 5 years commencing on 10 November 2017 and ending at midnight on 9 November 2022.

Interpretation:

private investigator licence means a licence issued under the Private Security Personnel and Private Investigators Act 2010.

Conditions:

- a. The personal information is accessed only by authorised NZIPI members on their own behalf and solely for their own use;
- b. the personal information is accessed only for the specified purposes;
- c. the fees charged for the provision of the personal information from the Motor Vehicle Register are duly paid;
- d. any identified instances of unauthorised access are immediately notified to the NZ Transport Agency and Privacy Commissioner;
- e. before being permitted to access the Motor Vehicle Register, under section 241, all staff must receive training that emphasises that such access must only be for the specified purposes, and refresher training also must be undertaken at appropriate intervals;
- f. access must be restricted solely to members of staff for whom authorised access is essential to achieving a specified purpose;

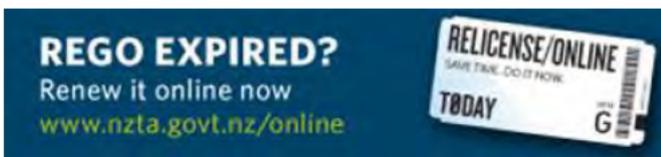
- g. the personal information obtained under this authorisation shall not be disclosed to any third party unless such disclosure is necessarily incidental to achieving a specified purpose;
- h. transaction records must be kept for a period of 12 months from the date on which an enquiry was made. Those records need to show date, plate number, and the purpose of accessing the information. Those records are to be provided to the NZ Transport Agency on request, to assist with any audit process;
- i. compliance with the terms and conditions, if any, imposed by the NZ Transport Agency for access to Motor Vehicle Register information;
- j. to access the Motor Vehicle Register, authorised NZIPI members must hold a private investigator licence.

Regards

Katie Hodson / Manager Customer Response
Customer Service Centre

Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Thursday, 8 March 2018 4:46 p.m.
To: Katie Hodson; Section 9(2)(a)
Cc: Section 9(2)(a) S241
Subject: RE: Authorised access to vehicle owner details

Hi Katie,

Just checking, will you notify us when your GM has authorised Section 9(2)(a) and can you give me an indication as to timeline please.

As previously stated we accept the terms and conditions as outlined below in regard conditions on private investigators.

Kind Regards Section 9(2)(a)

From: Katie Hodson [<mailto:Katie.Hodson@nzta.govt.nz>]
Sent: Friday, 2 March 2018 1:38 PM
To: Section 9(2)(a)
Cc: Section 9(2)(a) S241 <S241@nzta.govt.nz>
Subject: RE: Authorised access to vehicle owner details

Hi Section 9(2)(a),

I note the exceptional delay in getting an outcome for you, this is certainly not how I hoped things would progress.

Your reply to our draft decision in October requesting other purposes was taken back through our panel at which point we requested reports of your access that also had to be reviewed alongside the reasons you wanted to be authorised for. This changed the expected timeframe and I'm sorry that I've not make it clear at that stage that it would.

Section 9(2)(b)(ii)

I understand your company has been impacted however authorised access to the Motor Vehicle Register is not by right. The NZ Transport Agency was delegated this function by the Ministry of Transport in 2011 and are responsible for ensuring that all who are authorised, comply with the purposes, terms and conditions of their authorisation. In light of the business impacts, we thought it reasonable to allow the same authorisation that has been given to approved members of the NZ Institute of Private Investigators (NZIPI) so you can continue the same business as these members without being in breach of any terms. Your request for other purposes will not be included at this stage.

As you are already a member of the NZIPI, the final stage to allow you access is a case of updating authorised list and obtaining approval from our GM who holds the delegation to authorise under Section 241 of the Land Transport Act 1998. Please reply to this email confirming your acceptance to the below purposes and conditions also found in the NZIPI gazette notice here; <https://gazette.govt.nz/notice/id/2017-au5939>.

Persons: Members of New Zealand Institute of Professional Investigators Incorporated (NZIPI) who hold a private investigator licence and are authorised by the NZ Transport Agency.

Purposes:

- Preparing evidence related to criminal offences;
- the detection and investigation of suspected fraud;
- enforcing Court orders and judgments; and
- when acting as a contracted agent on behalf of government agencies with law enforcement functions, to assist in carrying out those functions.

Term: For a period of 5 years commencing on 10 November 2017 and ending at midnight on 9 November 2022.

Interpretation:

private investigator licence means a licence issued under the Private Security Personnel and Private Investigators Act 2010.

Conditions:

- a. The personal information is accessed only by authorised NZIPI members on their own behalf and solely for their own use;
- b. the personal information is accessed only for the specified purposes;
- c. the fees charged for the provision of the personal information from the Motor Vehicle Register are duly paid;
- d. any identified instances of unauthorised access are immediately notified to the NZ Transport Agency and Privacy Commissioner;
- e. before being permitted to access the Motor Vehicle Register, under section 241, all staff must receive training that emphasises that such access must only be for the specified purposes, and refresher training also must be undertaken at appropriate intervals;
- f. access must be restricted solely to members of staff for whom authorised access is essential to achieving a specified purpose;
- g. the personal information obtained under this authorisation shall not be disclosed to any third party unless such disclosure is necessarily incidental to achieving a specified purpose;
- h. transaction records must be kept for a period of 12 months from the date on which an enquiry was made. Those records need to show date, plate number, and the purpose of accessing the information. Those records are to be provided to the NZ Transport Agency on request, to assist with any audit process;
- i. compliance with the terms and conditions, if any, imposed by the NZ Transport Agency for access to Motor Vehicle Register information;
- j. to access the Motor Vehicle Register, authorised NZIPI members must hold a private investigator licence.

Regards

Katie Hodson / Manager Customer Response

Customer Service Centre

Section 9(2)(a) [REDACTED] / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Monday, 15 May 2017 3:30 p.m.
To: S241; Info@nzta.govt.nz
Subject: Application for authorised access to Motor Vehicle Register information

For the urgent attention of Matt Rush :

Good afternoon Matt

I am just following up on recent application for authorised access to the Motor Vehicle Register. I called you in early April and you advised me of the issues at the time but you were confident that we would have some response by the end of April. To date we haven't received any update on our application. Section 9(2)(b)(ii) could you urgently advise what progress has been made and when we are likely to receive a decision.

Your response would be greatly appreciated.

Kind regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS LTD / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: S241
Sent: Tuesday, 12 September 2017 12:58 p.m.
To: Section 9(2)(a)
Subject: RE: Application for authorised access to Motor Vehicle Register information

Good afternoon Section 9(2)(a)

Thank you for your reply, unfortunately I don't have any further update at this stage.

Everything has been progressing smoothly for these final stages despite the delays, we are less than a month away from having your application completed. I can give an early indication that it's likely to be approved although the purposes will differ to what you had been approved for in the past as we are keeping similar customer types consistent. This is not bad news as it appears to be in more detail than what you were approved from up until 30 June 2017. As soon as I have an indication of exactly what the new purposes are I will share with you.

I acknowledge the inconvenience the lengthy delays will be having on your business activities, please see the following link for interim ways to access the register in case either option will help; <https://nzta.govt.nz/vehicles/how-the-motor-vehicle-register-affects-you/requesting-register-information/>.

I'll be in touch as soon as I have an update.

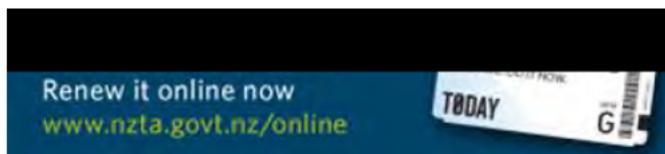
Thank you

Katie Hodson / Manager Customer Response

Customer Service Centre

P 06 9536200 Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)

Sent: Tuesday, 12 September 2017 9:23 a.m.

To: S241

Cc: Section 9(2)(a)

Subject: RE: Application for authorised access to Motor Vehicle Register information

Hi Katie

You sent this email to me on the 21 August. I'm just wondering if you have an update for me as our application would have been sent in three weeks ago.

Regards

Section 9(2)(a)

From: Section 9(2)(a)
Sent: Saturday, 3 March 2018 9:01 p.m.
To: Section 9(2)(a) Katie Hodson; Section 9(2)(a)
Cc: S241
Subject: RE: Authorised access to vehicle owner details

Cheers Section 9(2)(a)

Get [Outlook for Android](#)

From: Section 9(2)(a)
Sent: Saturday, March 3, 2018 6:49:58 PM
To: Section 9(2)(a) Katie Hodson
Cc: S241
Subject: RE: Authorised access to vehicle owner details

As soon as you are gazetted we can turn you back on.

Cheers Section 9(2)(a)

From: Section 9(2)(a)
Sent: Friday, 2 March 2018 2:32 PM
To: Section 9(2)(a) Katie Hodson <katie.hodson@nzta.govt.nz>

Cc: Section 9(2)(a) ; S241 <s241@nzta.govt.nz>
Subject: RE: Authorised access to vehicle owner details

Thanks Katie much appreciated.

Look forward to the update in regard to the amended purposes as well as going through this process in another 5 years. We may may commence our renewal process a year before the due expiry.

Kind Regards Section 9(2)(a)

Get [Outlook for Android](#)

From: Katie Hodson
Sent: Friday, 2 March, 1:38 PM
Subject: RE: Authorised access to vehicle owner details
To: Section 9(2)(a)
Cc: Section 9(2)(a) S241

Hi Section 9(2)(a)

I note the exceptional delay in getting an outcome for you, this is certainly not how I hoped things would progress.

Your reply to our draft decision in October requesting other purposes was taken back through our panel at which point we requested reports of your access that also had to be reviewed alongside the reasons you wanted to be authorised for. This changed the expected timeframe and I'm sorry that I've not make it clear at that stage that it would.

Section 9(2)(b)(ii)

I understand your company has been impacted however authorised access to the Motor Vehicle Register is not by right. The NZ Transport Agency was delegated this function by the Ministry of Transport in 2011 and are responsible for ensuring that all who are authorised, comply with the purposes, terms and conditions of their authorisation. In light of the business impacts, we thought it reasonable to allow the same authorisation that has been given to approved members of the NZ Institute of Private Investigators (NZIPI) so you can continue the same business as these members without being in breach of any terms. Your request for other purposes will not be included at this stage.

As you are already a member of the NZIPI, the final stage to allow you access is a case of updating authorised list and obtaining approval from our GM who holds the delegation to authorise under Section 241 of the Land Transport Act 1998. Please reply to this email confirming your acceptance to the below purposes and conditions also found in the NZIPI gazette notice here; <https://gazette.govt.nz/notice/id/2017-au5939>.

Persons: Members of New Zealand Institute of Professional Investigators Incorporated (NZIPI) who hold a private investigator licence and are authorised by the NZ Transport Agency.

Purposes:

Preparing evidence related to criminal offences; the detection and investigation of suspected fraud; enforcing Court orders and judgments; and when acting as a contracted agent on behalf of government agencies with law enforcement functions, to assist in carrying out those functions.

From: S241 [<mailto:S241@nzta.govt.nz>]
Sent: Friday, 6 October 2017 3:54 PM
To: Section 9(2)(a)
Subject: Authorised access to vehicle owner details

Hello

We're heading into the final stages of your application for authorised access to current names and addresses on vehicles. Just before we approach our General Manager of Customer Design and Delivery for approval, can you confirm if you'd be happy with the following purposes and conditions?

Purposes

- preparing evidence related to criminal offences;
- the detection and investigation of suspected fraud;
- enforcing Court orders and judgments; and
- when acting as a contracted agent on behalf of government agencies with law enforcement functions, to assist in carrying out those functions.

Conditions

- (a) the personal information is accessed only by the applicant on its own behalf and solely for its own use;
- (b) the personal information is accessed only for the specified purpose(s);
- (c) the fees charged for the provision of the personal information from the MVR are duly paid;
- (d) any identified instances of unauthorised access are immediately notified to the NZ Transport Agency and Privacy Commissioner;
- (e) before being permitted to access the MVR under section 241 all staff must receive training that emphasises that such access must only be for the specified purposes; and refresher training also must be undertaken at appropriate intervals;
- (f) access must be restricted solely to members of staff for whom authorised access is essential to achieving a specified purpose;
- (g) the personal information obtained under this authorisation shall not be disclosed to any third party unless such disclosure is necessarily incidental to achieving a specified purpose;
- (h) transaction records must be kept for a period of 12 months from the date on which an enquiry was made. Those records need to show date, plate number, and the purpose. Those records are to be provided to the Transport Agency on request, to assist with any audit process;
- (i) compliance with the terms and conditions, if any, imposed by the Transport Agency for access to MVR information; and
- (j) to access the Motor Vehicle Register, Thompson & Clark Investigations Limited must hold a private investigator licence.

Regards

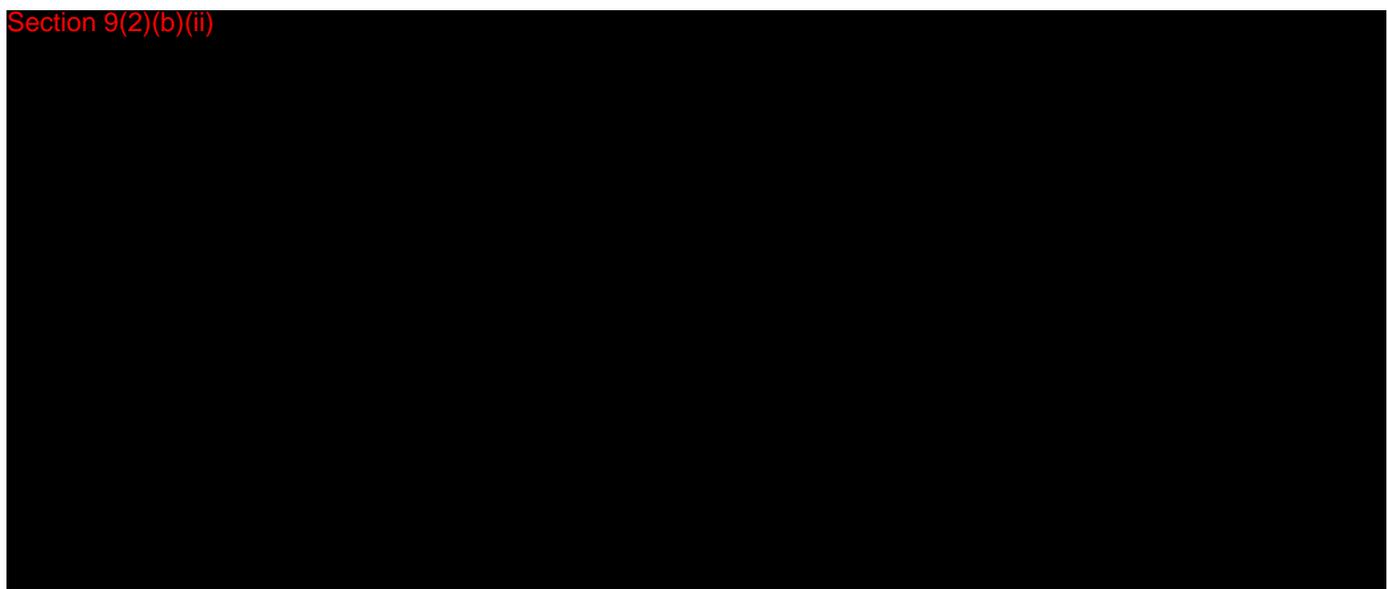
Matt Rush / Senior Customer Access Representative
Customer Service Centre
NZ Transport Agency
P 0800 108 809
E info@nzta.govt.nz / W nzta.govt.nz
Palmerston North Office

From: Section 9(2)(a)
Sent: Tuesday, 5 December 2017 3:41 p.m.
To: S241; Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

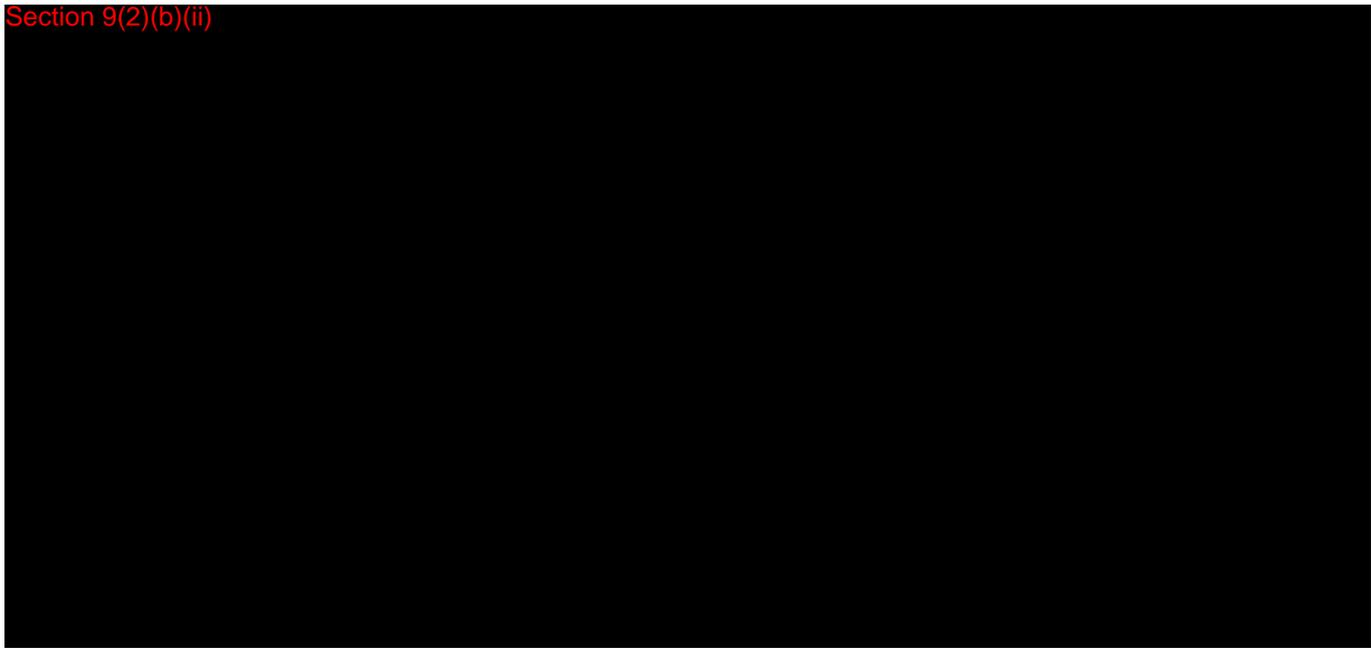
Hi Katie,

I would like to discuss the sensitivities around operational aspects for the category of checks pertaining to Section 9(2)(b)(ii) however thought it best to provide some more context in confidence under the provisions of the Official Information Act around this before our discussion and provide the following in confidence.

Section 9(2)(b)(ii)

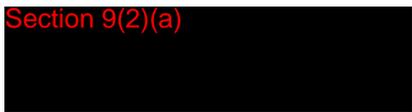


Section 9(2)(b)(ii)



Kind Regards Section 9(2)(a)

Section 9(2)(a)



/ POSTAL
/ WEBSITE

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz



© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: Section 9(2)(a)

Sent: Wednesday, 29 November 2017 3:26 PM

To: 'S241' <S241@nzta.govt.nz>; Section 9(2)(a)

Cc: Section 9(2)(a)

Subject: RE: Authorised access to vehicle owner details

Hi Katie,

Last sentence below should read:

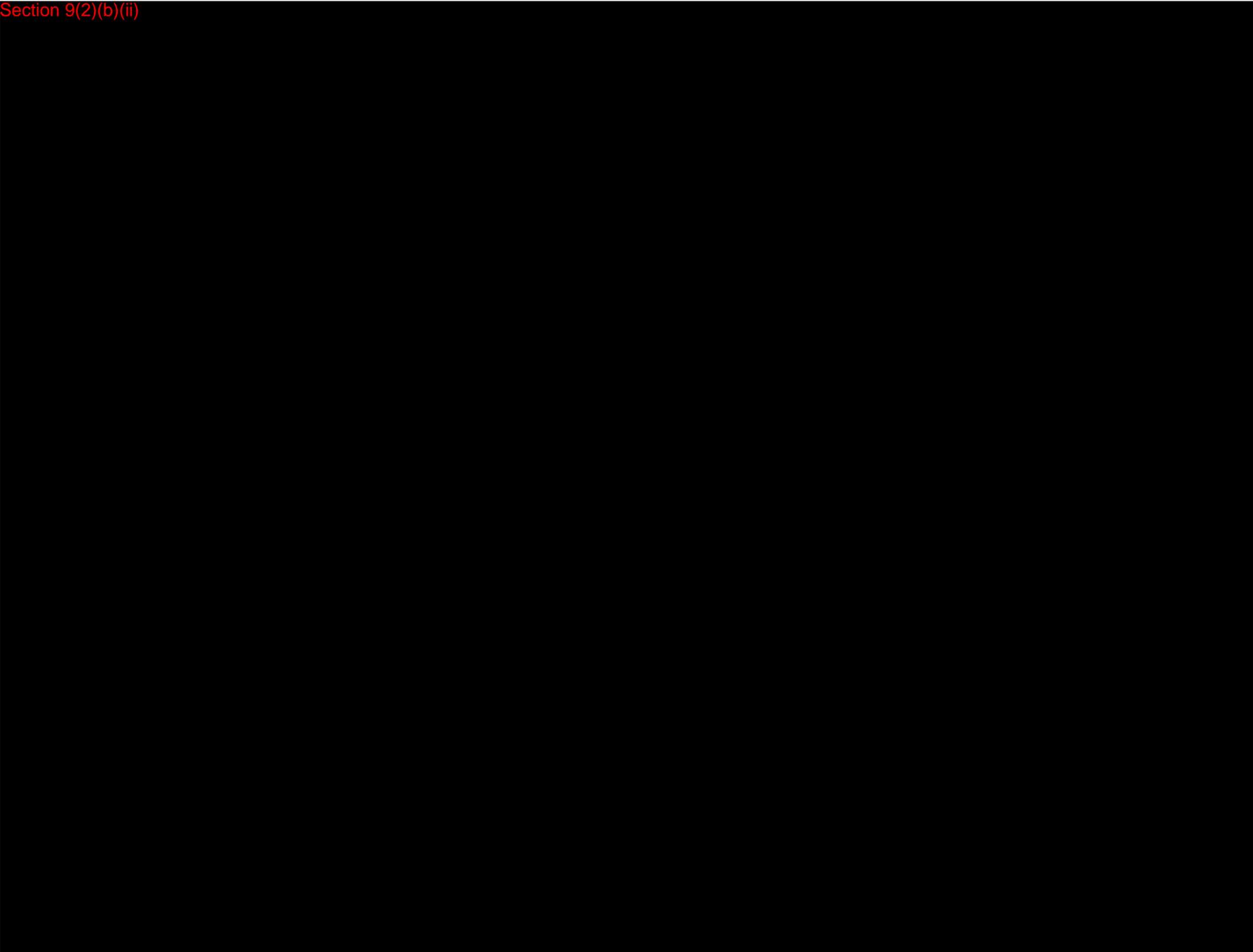
Surely the purpose of the register Section 9(2)(b)(ii)



From: Section 9(2)(a)

Sent: Wednesday, 29 November 2017 3:23 PM

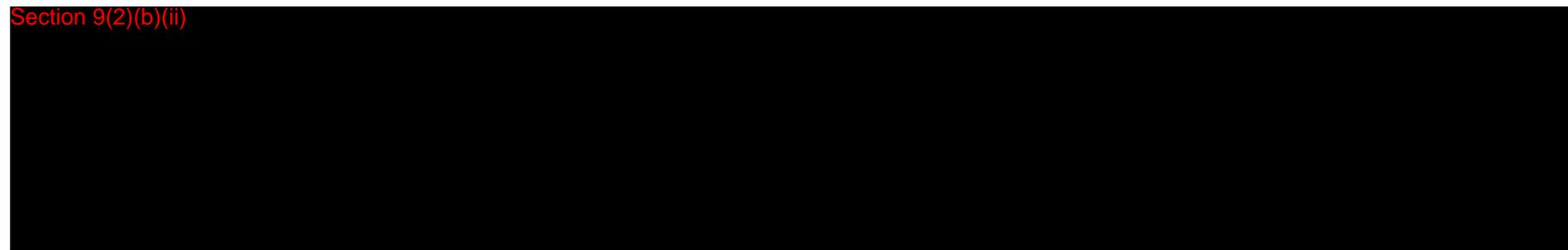
Section 9(2)(b)(ii)



Section 9(2)(b)(ii)



Section 9(2)(b)(ii)



To: 'S241' <S241@nzta.govt.nz>; Section 9(2)(a)
Cc: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Thanks Katie,

Yes I am aware of the requirement under S241 which is why I have requested to either comment on the phone or meet personally with your organisation to discuss these specific sensitive matters. For our last audit which was done after our first year of access under the new legislation and enabled us to have continued access for the next five years I spoke with the auditor on the phone and explained the sensitive nature of work which was acceptable and we passed the audit.

As the LTSA are subject to the Official Information Act the reason that I do not want to disclose in writing the details of this sensitive operation is to protect our organisation and the ongoing operation, I am relying upon Section 9(2)(ba)(i) of the act:

“protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information (i) would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied”.

I have completed the attached document to provide further information around those queried by you however for the sensitive ones I have requested that I provide a verbal explanation as explained above, these sensitive checks are all for the same operation. I look forward to being able to verbally discuss our reasoning and reaffirm that I am would make myself available in Wellington to discuss this matter in person if required.

In respect to the class authorisation for the NZIPI of which Section 9(2)(a) is a member Section 9(2)(a)

I find it unfair that you would elect to single out an individual from the class authorisation and not approve that person based upon the fact that there is a separate application from Thompson & Clark. I note that the T&C application has been stalled since March this year and continual delays could potentially impact our business and put us at a commercial disadvantage to other Private investigators who now have access. I request that LTSA review and overturn the decision around Section 9(2)(a) being excluded and what access he may be authorised to have pursuant to that class authorisation.

Allowing Section 9(2)(a) access pursuant to the class authorisation seems to me to be a reasonable solution to our current predicament because we have simply requested further purposes in order to fit within the nature of the type of work that we do as opposed to us having to try to fit what we do into the limited purposes offered. Surely the purpose of the register Section 9(2)(b)(ii)

Kind Regards Section 9(2)(a)

From: S241 [<mailto:S241@nzta.govt.nz>]
Sent: Wednesday, 29 November 2017 12:23 PM
To: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi Section 9(2)(a)

I had a brief meeting with the panel yesterday and we will consult on the draft decision in line with the reports we are currently looking at and get back to you.

In addition to this, you may already be aware the NZ Institute of Private Investigators had made an application on behalf of their members **Section 9(2)(a)**. The authorised members of NZIPI have been approved for the following; <https://gazette.govt.nz/notice/id/2017-au5939>. As we are still considering a separate application from Thompson and Clark Investigations Limited we have not named **Section 9(2)(a)** – this will be considered by the panel as well to see if the NZIPI purposes for access are appropriate for the time being.

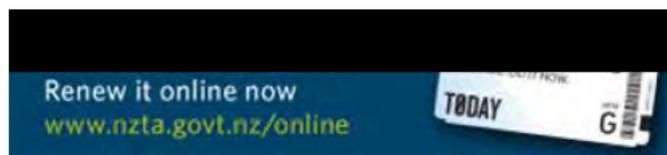
Just on progressing your application further we are assessing the reports you have sent us. Can you please advise the situation that lead to a query on the attached selection of registration plates. I acknowledge your comments about not giving the specific purpose of the nature of the work around each of these queries, however providing this context is a requirement of your use of the section 241 access.

Thank you

Katie Hodson / Manager Customer Response
Customer Service Centre

Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: **Section 9(2)(a)**
Sent: Tuesday, 28 November 2017 9:12 a.m.
To: **Section 9(2)(a)**; Katie Hodson
Subject: RE: Authorised access to vehicle owner details

Hi Katie,

As our application dates back to March this year and we have already been offered some access (although less than what we have wanted) are we able to have the minimum access now and discuss the other points that we have requested later?

Seems to me this is dragging on and with Christmas looming may not be resolved soon enough.

What do you think?

Regards **Section 9(2)(a)**

From: Section 9(2)(a)
Sent: Thursday, 29 March 2018 2:11 p.m.
To: Katie Hodson
Cc: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Hi Katie

Could you please advise on what grounds NZTA have made the decision not to go ahead with approving us under the terms approved for NZIPI.

Regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: Katie Hodson [<mailto:Katie.Hodson@nzta.govt.nz>]
Sent: Wednesday, 28 March 2018 4:51 PM
To: Section 9(2)(a)
Subject: RE: Authorised access to vehicle owner details

Good afternoon Section 9(2)(a)

Further consultation has taken place with our panel members and advising agencies and I wish to advise we are not going ahead with approving Thompson & Clark Investigations Limited (TCIL) under the terms approved for the NZ Institute of Private Investigators (NZIPI).

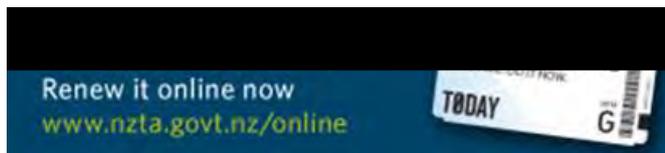
We received your acceptance of the NZIPI Terms and Conditions on 08 March 2018 and as part of our process referred your application back to our panel and advising agencies for final consideration, prior to our GM giving authorisation. During the assessment by the panel, it was established that TCIL should not have access via the NZIPI terms. Therefore, a final decision on access will be advised formally in writing on Friday April 6th.

Thank you

Katie Hodson / Manager Customer Response
Customer Service Centre

Section 9(2)(a) E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



From: Section 9(2)(a)
Sent: Wednesday, 21 March 2018 4:18 p.m.
To: Katie Hodson; Section 9(2)(a)
Cc: Section 9(2)(a) S241
Subject: RE: Authorised access to vehicle owner details

Hi Katie

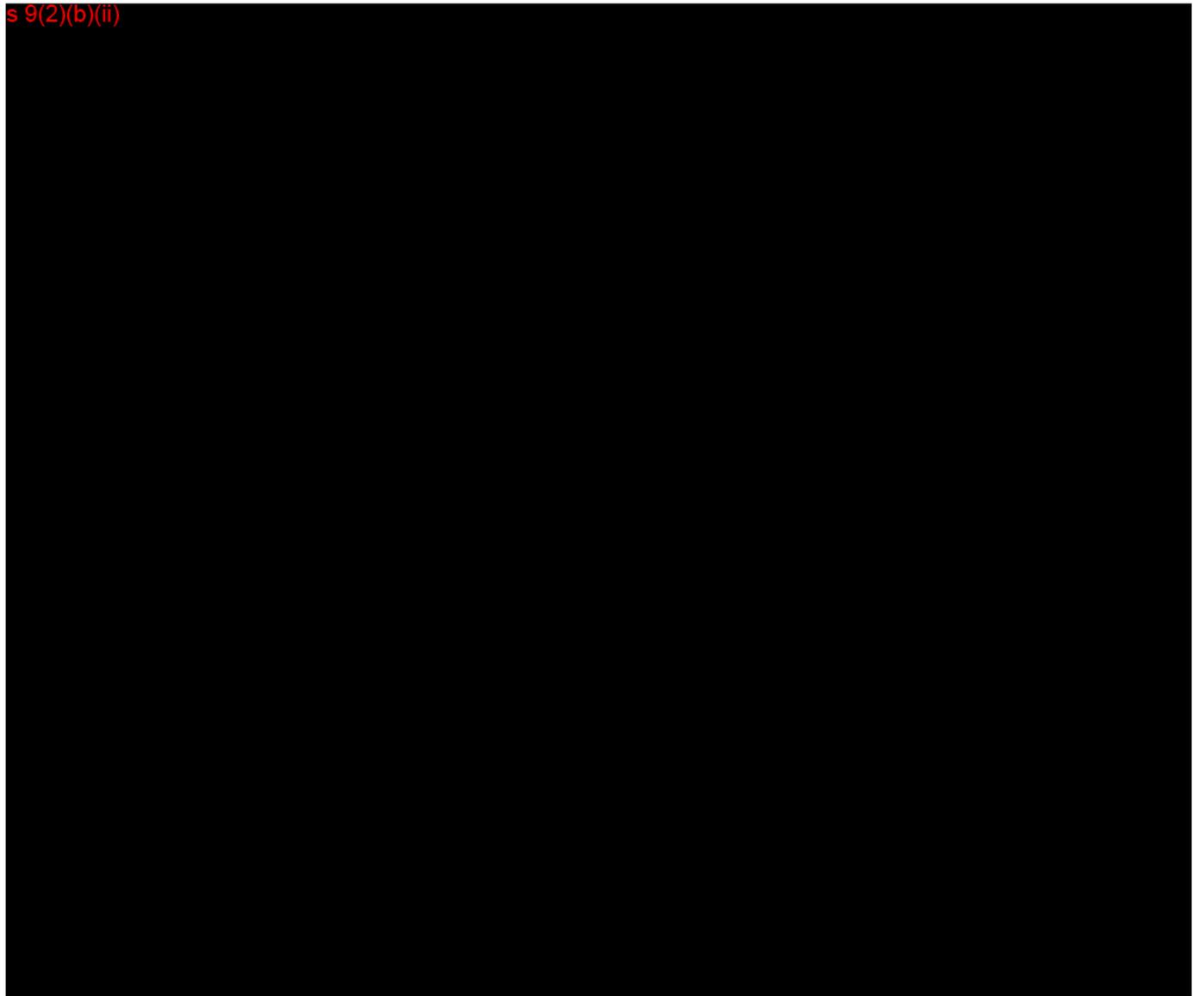
Could you give me an idea of the timeline around this being gazetted please.

Thanks

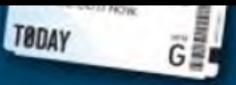
Section 9(2)(a)

From: Katie Hodson [<mailto:Katie.Hodson@nzta.govt.nz>]
Sent: Friday, 2 March 2018 1:38 PM
To: Section 9(2)(a)
Cc: Section 9(2)(a); S241 <S241@nzta.govt.nz>
Subject: RE: Authorised access to vehicle owner details

s 9(2)(b)(ii)



Renew it online now
www.nzta.govt.nz/online



From: Section 9(2)(a)
Sent: Monday, 9 April 2018 1:06 p.m.
To: Katie Hodson
Section 9(2)(a)
Subject: RE: S241 Authorisation - Final Decision

Hi Katie

Regarding this final decision, could you please get back to me re the following questions :

1. Do we have a right of appeal; and
2. Can the grounds for the decision can be made available to us.

Thanks.

Regards

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorised information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: Katie Hodson [<mailto:Katie.Hodson@nzta.govt.nz>]

Sent: Friday, 6 April 2018 10:58 AM

To: Section 9(2)(a)

Subject: S241 Authorisation - Final Decision

Good morning

Section 9(2)(a)

Please find attached final decision on the Section 241 Authorisation for Thompson & Clark Investigations Limited.

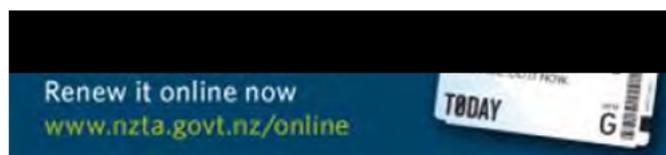
Thank you

Katie Hodson / Manager Customer Response

Customer Service Centre

Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand



NZ TRANSPORT AGENCY
WAKA KŪTAHI



Tara Kiriona

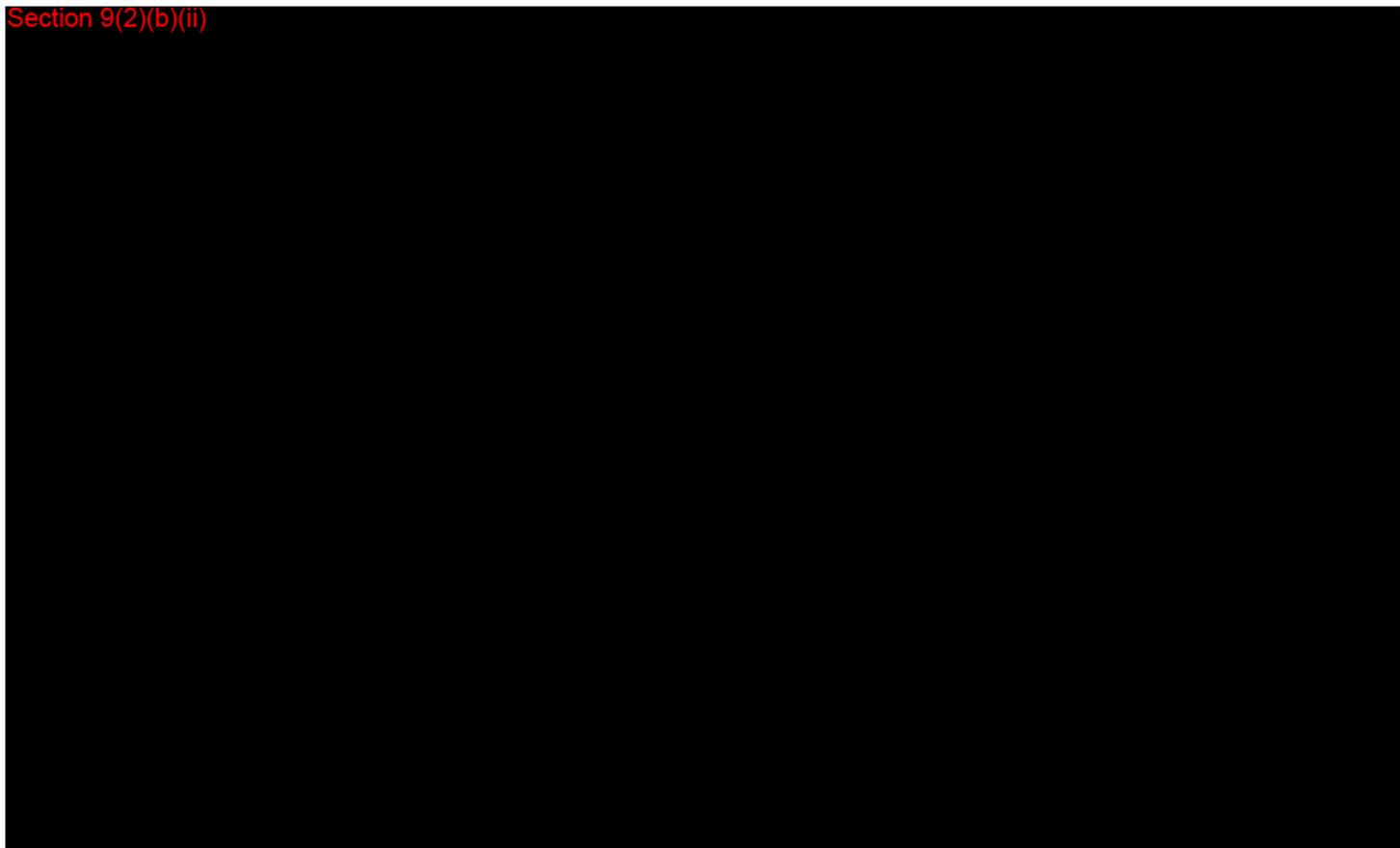
From: Katie Hodson
Sent: Friday, 22 June 2018 4:38 p.m.
To: Section 9(2)(a)
Cc:
Subject: RE: S241 Authorisation - Final Decision
Attachments: RE: Authorised access to vehicle owner details; RE: Section 9(2)(b)(ii)
S 9(2)(b)(ii)

Good afternoon Section 9(2)(a)

My apologies, I can't see that I did come back to you about this and must not have left it to be actioned while I was on leave.

Regarding a right of appeal, there is no provision to appeal decisions made under s.241 of the Land Transport Act 1998. You are able to make a complaint to the Secretary of Transport requesting a review of the decision, although this function has been delegated to the NZ Transport Agency by the Secretary of Transport, the Secretary still retains responsibly.

Section 9(2)(b)(ii)



I hope this explains in further detail how our decision to decline to the application from TCIL came about, I acknowledge the impact to your business and hope that while it does take longer, you have been able to seek the appropriate information for the appropriate purposes through the MR31 channel.

Thank you

Katie Hodson / Manager Customer Response
Customer Service Centre

Section 9(2)(a) / E katie.hodson@nzta.govt.nz / W nzta.govt.nz

PALMERSTON NORTH OFFICE / 43 Ashley Street,
Private Bag 11777, Palmerston North 4442, New Zealand

REGO EXPIRED?
Renew it online now
www.nzta.govt.nz/online

RELICENSE/ONLINE
SAME TIME. DO IT FASTER
TODAY

NEW ZEALAND
G



From: Section 9(2)(a)

Sent: Thursday, 14 June 2018 10:20 a.m.

To: Katie Hodson

Section 9(2)(a)

Subject: FW: S241 Authorisation - Final Decision

Hi Katie

It has just come to my attention that we haven't received a response from you regarding the email below.

Could you respond please.

Thank you.

Section 9(2)(a)

/ MOBILE
/ POSTAL
/ WEBSITE

Section 9(2)(a)

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON + CLARK
INVESTIGATIONS LTD • DETECTION / PROTECTION / SECURITY

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: Section 9(2)(a)
Sent: Friday, 22 June 2018 5:56 p.m.
To: Katie Hodson; Section 9(2)(a)
Subject: RE: S241 Authorisation - Final Decision

Hi Katie,

From reviewing the documents supplied to me by the NZTA under the OIA it is very clear that the reason for not renewing our access was as a result of Section 9(2)(b)(ii)

In brief as a response to your points supporting NZTA's decision:

Section 9(2)(b)(ii)

Thank you for providing a path for us to have our case considered I intend to expand on my reasons above why NZTA would be wise to review the decision and intend to refer this to the Secretary of Transport for the matter to be reviewed.

Kind Regards Section 9(2)(a)



NZ TRANSPORT AGENCY
WAKA KOTAHI

NZTA CUSTOMER NO: _____

IMPORTANT!
PLEASE ENCLOSE BANK DEPOSIT SLIP FOR
ACCOUNT VERIFICATION AND RETURN TO THE
NZ TRANSPORT AGENCY

ACCOUNT INFORMATION

Name of Account

THOMPSON + CLARK INVESTIGATIONS LTD

Customer (Acceptor) to complete bank/branch number and account number and suffix of account to be debited.

Section 9(2)(b)(ii)

AUTHORITY TO ACCEPT DIRECT DEBITS

(not to operate as an assignment or agreement)

Authorisation Code

Section 9(2)(b)(ii)

(User Number)

TO: The Manager

Bank Name

ANZ

Address (PO Box)

PO Box 92210

Town/City

AUCKLAND

Date

20/8 / 01/2 / 2017

I/We authorise you until further notice in writing to debit my/our account with you all amounts which -

NEW ZEALAND TRANSPORT AGENCY

(hereinafter referred to as the Initiator)

the registered Initiator of the above Authorisation Code, may initiate by Direct Debit.

I/We acknowledge and accept that the bank accepts this authority only upon the conditions listed on the reverse of this form.

INFORMATION TO APPEAR ON MY/OUR BANK STATEMENT

Payer Particulars

Payer Code

Payer Reference

NZTA

Name of Account (Customer to complete)

Authorised Signatures

Section 9(2)(a)

SIGNATURE

APPROVED

0510

10/10

FOR BANK USE ONLY

Date Received

Recorded By

Checked By

BANK
STAMP

Original - Retain at Branch

Copy - Forward to Initiator if requested

Thompson & Clark Investigations Ltd
P.O. Box 301775
North Shore Mail centre
Albany 0752

Tax Invoice No: 100169219
Customer No: S 9(2)(b)(ii)
Contract Account No: S 9(2)(b)(ii)
GST No: 89-364-086
Date: 30/03/2017
Purchase Order:

| Date | Description | Quantity | Rate | Amount |
|------------|---|----------|------|----------|
| 30/03/2017 | Section 241 Application for Authorised Access | | | \$743.10 |

Direct Debit Details:

Bank Account:

S 9(2)(b)(ii)

SUB TOTAL \$743.10

PLUS GST \$111.47

TOTAL PAYABLE \$854.57

Payment will be direct debited from your account on **20/04/2017**



NZ Transport Agency

Private Bag 11777
Manawatu Mail Centre
Palmerston North 4442
Phone: 0800 655 644 ext. 6034
Email: accounts.receivable@nzta.govt.nz

Tax Invoice No: 100169219
Due Date: 20-Apr-2017
Customer No: S 9(2)(b)(ii)
Amount Payable: \$854.57

If payment by Cheque, please make payable to "NZ Transport Agency" and crossed "Non Transferable"