

NZTA – Application for authorised access to Motor Vehicle Register Information

(a) what is your full name; and

Section 9(2)(a) on behalf of Auror Limited

(b) what is your physical address; and

Level 2, 8 Cleveland Rd, Parnell, Auckland

(c) what is your postal address; and

PO box 37677, Parnell, 1151

(d) what is your email or other electronic address; and

Section 9(2)(a); support@auror.co

(e) do you currently use information from the register; and

Not currently, however our customers like Z Energy use it to perform a debt recovery process themselves. It is very labour intensive and expensive for our customers to do this process. We will be able to do it more effectively at scale.

(f) if you do, what do you use it for; and

(g) what do you intend to use it for; and

Our purpose of accessing the register is so we can follow up with the owners of vehicles that are involved in Fuel Theft. Doing this effectively will help reduce the losses of fuel theft in NZ, create a deterrent to prevent future fuel thefts, and minimise demand on NZ Police.

(h) what are your reasons for not doing any of the following:

(i) collecting the information directly from the individual concerned:

The individual visits a fuel station and drives-off without paying for the fuel or giving their contact information (Fuel Theft).

(ii) collecting the information from a source other than the register:

We are not aware of any other source that we can get the vehicle owner information based on a vehicle registration.

(iii) seeking confirmation from the Registrar under section 236(1)(b) of the Land Transport Act 1998 that a specified person is registered in respect of a specified motor vehicle:

As above

(iv) asking for the information under the Official Information Act 1982; and

Our customers have more than 50,000 incidents a year and many of these incidents may require details. Therefore, requesting these under the OIA would be time-consuming for everyone involved (including NZTA).

(i) what physical and computer security systems do you have in place to ensure that—

(i) information from the register is kept secure; and

We utilise leading security standards, with secure Microsoft hosting and encrypted databases. These data centres utilise industry leading security policies and standards and are SOC 1/SSAE 16/ISAE 3402, SOC 2, and ISO 27001/27002 compliant. Microsoft actively monitors for intrusion attempts against our servers.

All information in transit to and from Auror is currently encrypted using SSL 256-bit encryption. The Auror platform can only be accessed using a secure channel where the data traffic is encrypted using a Comodo SHA-2 certificate (256-bit encryption). Transport Layer Security (TLS/SSL) is used to protect the transfer of information and data to Auror's servers.

Auror employs independent third parties to regularly test and affirm the integrity of our security systems. Testing includes network and application-level penetration testing

(ii) information from the register is used only for the purpose or purposes specified in the authorisation; and

We work closely with our customer and NZ Police (we have a National Partnership Agreement in place with NZP) to ensure that information is only used for specified purpose. Access to this information will also be restricted within the company.

(j) how do you propose to tell the persons whose information has come from the register about the following:

(i) the fact that the register was the source of the information; and

In our communication with the individual we would inform them where we got their personal information from. For example:

For your information, we've obtained this information from the Motor Vehicle Registration under the authorisation issued by the Secretary for Transport or under provisions of the Land Transport Act.

(ii) what you use the information for; and

We will be contacting the individual with details of the event the vehicle was involved in at our customers' sites. This will include, the date, time, amount of fuel taken, the pump number, the site location and we have video evidence if the vehicle owner queries the incident to ensure it is resolved correctly with the right person.

(iii) the fact that the persons can notify the Registrar that they do not wish to have their names and addresses made available under an authorisation; and

We can link to this information from the communication sent.

(k) have you ever been found to have breached any of the information privacy principles in the Privacy Act 1993; and

No.

(l) have you ever been found, in proceedings of any kind, to have breached any confidentiality obligation; and

No.

(m) do you have a credit rating and, if so, what is it; and

No.

(n) for how long, up to 5 years, do you want the authorisation to last; and

For 5 years.

(o) if you employ staff or engage agents,—

(i) how many of them are likely to have access to the information from the register; and

Access will be restricted to 3 key staff members at Auror and our debt collection partner may be provided certain information to follow up on the outstanding debt.

(ii) what are the roles of those who are likely to have access; and

Debt recovery and collection team.

(iii) what training will you give those who are likely to have access on the proper handling of the information from the register; and

We will be able to enforce correct data management and storage procedures through our system. Any employees who come in contact with this data, or require access to the register, will undergo the appropriate data handling training. Regular audits will also be conducted to ensure on going compliance.

(iv) what controls do you have in place to ensure that those who are likely to have access handle the information from the register properly; and

Our business involves handling sensitive personal information every day – we already work closely with NZ Police and safely share sensitive information with our users. We have processes and policies (including our privacy policy) that ensures information is handled properly. Employees also go through a criminal background check.

(v) what disciplinary measures can you take against those who do not handle the information from the register properly; and

Although access to this information will be tightly controlled, we have the right to revoke access to this information for any staff or agents that do not handle this information properly.

(p) if you are in business,—

(i) what is the nature of the business; and

Auror provides a software platform and service that helps businesses and the police prevent

and solve crime.

For our Fuel customers like Z Energy and Caltex, we help recover the money from fuel thefts for them. To do this successfully, we require the details for the owner of the vehicle involved in the fuel theft.

So the purpose of our access is to help reduce the losses of fuel theft in NZ and create a deterrent to prevent future fuel thefts.

(ii) what locations does the business operate from; and

Level 2, 8 Cleveland Rd, Parnell, Auckland

(iii) how long has the business existed?

The business was incorporated in May 2012.

Released under the Official Information Act 1982