

From: s 9(2)(a)  
To: S241  
Cc: s 9(2)(a)  
Subject: Re: NZTA CA05 Application - Auror Limited  
Date: Thursday, 7 April 2022 4:15:35 pm  
Attachments: ~WRD0000.jpg  
image003.png  
CA05-Auror Limited.pdf  
Auror Privacy Statement.pdf  
Auror NZ Bank Account Slip.pdf  
NZTA - MVR Application 2022.pdf  
Auror DD Authority.pdf  
Auror Platform Security Overview - Sep 2021.pdf

---

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Thank you very much, Gemma.

I have attached the following documentation:

- CA05-Application form (unfortunately I was unable to align the text within the lines in the form, so I have additionally attached a PDF which has our answers in a format that may be easier to read - see NZTA MVA Application 2022)
- Auror DD Authority form attached as well as a bank account slip
- Auror Privacy Statement
- Auror Trust Center: <https://www.auror.co/trust-center>

Please let me know if you require any further information. I look forward to hearing from you.

Best,  
s 9(2)(a)

On Thu, 7 Apr 2022 at 12:42, S241 <[S241@nzta.govt.nz](mailto:S241@nzta.govt.nz)> wrote:

Hello s 9(2)(a)

Thank you for your email and it's great to hear that Auror are planning ahead for the renewal.

Yes, a new direct debit form will need to be completed, I've attached this, along with the application form for you to complete. The current authorisation for Auror Limited expires on 13 September, however I would encourage you to submit your application as soon as possible, as they can take a significant amount of time to process.

Since your application was previously granted in 2017, we have adjusted our approach to the purposes and conditions of authorisation, making these more robust in light of the considerable potential risks of allowing access to personal information and to better align with recent changes to the Privacy Act. Section 241 access to the Motor Vehicle Register is a privilege that needs to be treated very carefully, and as part of the application, Auror Limited will need to demonstrate how it would avoid breaches of privacy, as instances of unauthorised access can have severe consequences for the individual whose privacy has been breached. As such, Waka Kotahi must be satisfied that Auror Limited has sufficient measures in place to ensure that personal information will be protected and to prevent instances of misuse before granting an application.

You can view the terms and conditions for some recently granted here:  
<https://www.nzta.govt.nz/vehicles/how-the-motor-vehicle-register-affects-you/authorised-access-to-the-register/terms-and-conditions/> Hopefully these examples will provide some clarity on the type of conditions you may see reflected, and we suggest you keep these in mind when providing your answers to the questions on the application form. Think carefully about how you would meet each condition and how you could then supply evidence to Waka Kotahi of doing so. Any evidence of your current recording processes, privacy policies and staff training materials should also be supplied with your application.

If you have any questions please let me know.

Kind regards

**Gemma Rush** (she/her)

**Senior Case Officer, Exemptions & Registers Integrity**  
Te Roopu Waeture | Regulatory Services

**Waka Kotahi** NZ Transport Agency  
Palmerston North  
Private Bag 11777, Palmerston North 4442, New Zealand

[twitter](#) | [youtube](#) | [facebook](#)



---

**From:** s 9(2)(a) <[@auror.co](mailto:@auror.co)>  
**Sent:** Thursday, 7 April 2022 11:11 AM  
**To:** S241 <[S241@nzta.govt.nz](mailto:S241@nzta.govt.nz)>  
**Subject:** NZTA CA05 Application - Auror Limited

**CAUTION:** The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

To whom this may concern,

Auror Limited are applying to renew our authorised access to current names and addresses in the Motor Vehicle Register. We currently have a direct debit set up with NZTA. Could you please confirm whether you would be able to direct debit the application fee from our current account set-up? Or whether we need to fill in another direct debit form?

Many thanks in advance,

s 9(2)(a)

--

s 9(2)(a)

s 9(2)(a) <[@auror.co](mailto:@auror.co)>

s 9(2)(a)

[Auror.](#)

Image removed by sender.



The content of this e-mail (the "Communication") is confidential, may contain copyright information, and is for the use only of the intended recipient. If this Communication is not intended for you, please notify the sender immediately by return e-mail, delete the Communication and return e-mail, and do not read, copy, retransmit or otherwise deal with it. Thank you.

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

--

s 9(2)(a)

s 9(2)(a) [@auror.co](mailto:auror.co)

s 9(2)(a)

[Auror.](#)



The content of this e-mail (the "Communication") is confidential, may contain copyright information, and is for the use only of the intended recipient. If this Communication is not intended for you, please notify the sender immediately by return e-mail, delete the Communication and return e-mail, and do not read, copy, retransmit or otherwise deal with it. Thank you.

Anyone can apply for an authorisation from Waka Kotahi NZ Transport Agency to access current names and addresses in the Motor Vehicle Register.

Applications for access are made under section 241 of the Land Transport Act 1998. Waka Kotahi consults with the Ombudsman, Privacy Commissioner and Police Commissioner (our advising agencies) before deciding whether to grant an authorisation. An authorisation should be for a specific purpose and is subject to any conditions specified by Waka Kotahi.

We suggest you view some of the current terms and conditions (which you can view in detail here: [www.nzta.govt.nz/authorised-access-mvr/tc](https://www.nzta.govt.nz/authorised-access-mvr/tc)) then think carefully about how you would meet each condition and how you could then supply evidence to Waka Kotahi of doing so.

For more information visit the Waka Kotahi website at [www.nzta.govt.nz/authorised-access-mvr](https://www.nzta.govt.nz/authorised-access-mvr)

Use this application if you want authorisation to access current names and addresses in the Motor Vehicle Register only (this does not include details of previously registered persons). You don't require an authorisation to access non-personal vehicle information (eg make, model, licence expiry dates, etc.). This authorisation does not allow access to details about finance owing on vehicles. That information is held by the Personal Property Securities Register ([www.ppsr.govt.nz/cms](https://www.ppsr.govt.nz/cms)).

Please consider the following alternatives before you apply:

- Case-by-case applications for personal information can be made with this transaction at <https://transact.nzta.govt.nz/transactions/ReqPersonalInfoAccess/entry>
- We have a free online confirmation service available here with no authorisation needed at <https://transact.nzta.govt.nz/transactions/ConfirmRegisteredPerson/entry>

## Privacy

The information requested is required to process your application for *Application for authorised access to current names and addresses in the Motor Vehicle Register* under section 241 of the Land Transport Act 1998. Collection of this information is required by Part 6 of the Land Transport (Motor Vehicle Registration and Licensing) Regulations 2011.

Waka Kotahi, in its capacity as the Registrar of Motor Vehicles (and its agents), will hold, store, use and disclose any personal information collected as part of this application in accordance with the Land Transport Act 1998 and the Privacy Act 2020. In particular Waka Kotahi must, at the request of an individual, provide the name of any person to whom personal information about that individual has been disclosed where that disclosure has been made to a person who has been authorised to access names and addresses under section 241 of the Land Transport Act 1998.

You are entitled to access, and request the correction of, any readily retrievable personal information held about you by Waka Kotahi. You can do so by writing to us at Private Bag 11777, Palmerston North 4442 or by emailing us at [info@nzta.govt.nz](mailto:info@nzta.govt.nz).

## Payment

We must receive payment with your application in order for it to be considered.

The application fee applies regardless of whether the application is approved or declined. The fees (including GST) are:

Individual (except for sole traders)	\$621.46
Business that is not a representative body or member of a representative body (including a sole trader)	\$854.57
Representative body with a disciplinary power	\$1165.30
Representative body with no disciplinary power	\$1320.65
Any other applicant not covered above	\$1165.30

You should pay the fee to Waka Kotahi at the time of application. Applications will not be completed unless the correct fee is paid. You can pay by direct debit:

- To pay by direct debit, please use our direct debit form (available from [www.nzta.govt.nz/dda](https://www.nzta.govt.nz/dda)). Please post the original form, not a photocopy, or email a high quality scan with your application.

## Sending in your application

Please email this form along with a high quality scan of the direct debit form and any extra relevant information to [s241@nzta.govt.nz](mailto:s241@nzta.govt.nz).

You can also print and complete this form and send it with the original direct debit forms and any extra relevant information to:

Exemption and Registers Integrity  
Waka Kotahi NZ Transport Agency  
Private Bag 11777  
Palmerston North 4442

Answer all questions as best you can. We're required under legislation to ask these questions as part of the application process.

You can also attach any extra information you think might be relevant to the application (eg privacy policies, sample agreements).

Company details

The company name is the name that we will issue the authorisation under. If you are a sole trader, enter the name you've registered with the Motor Vehicle Traders Register.

Write n/a in any boxes not applicable.

Attach a separate sheet if necessary.

Company name

Trading as name

Company number

Motor Vehicle Trader (MVT)/Financial Service Provider (FSP) number

Waka Kotahi NZ Transport Agency customer number

Motochek account number

s 9(2)(a)

What is the nature of the business?

What locations does the business operate from?

How long has the business been operating?

Company contact

Name

s 9(2)(a)

Phone

s 9(2)(a)

Email

s 9(2)(a)

Staff and agents employed

Fill out this section if you employ staff or engage agents

- Write n/a for your answer where not applicable
- Continue on a separate sheet of necessary

How many staff or agents are likely to have access to the register?

What are the roles of those likely to have access?

**Staff and agents  
employed** (continued)

What training will you give those who are likely to have access on the proper handling of the information from the register?


What controls do you have in place to ensure that those who are likely to have access handle the information properly?


What disciplinary measures can you take against those who do not handle the information from the register properly?


## Using and collecting the information

For help in answering this question, see 'Standard terms' listed at the end of this form.

What is your estimated volume of plate enquires each year?

Do you currently use the register?

☐ No ☐ Yes

If yes, what do you currently use the register for?

What do you intend to use the register for?

- ☐ Vehicle trader  
☐ Fuel suppliers  
☐ Finance companies and insurers  
☐ Other (please specify)


What are your reasons for not collecting the information directly from the individual concerned?


What are your reasons for not collecting the information from a source other than the register?


What are your reasons for not seeking confirmation of the registered person through the Waka Kotahi free online service?

(<https://transact.nzta.govt.nz/transactions/ConfirmRegisteredPerson/entry>)


What are your reasons for not asking for the information through the Official Information Act 1982?


How will you tell the persons whose information has come from the register about the fact that the register was the source of the information?


Let us know how you tell your customers that you accessed their information from the register. For example, verbally, in writing, in contract documents.

In most circumstances we will require you to inform your customer that you are accessing their information and that they can opt out.

## Using and collecting the information

(continued)

How will you tell the persons whose information has come from the register about what you use the information for?


How will you tell the persons whose information has come from the register about the fact that they can notify the Registrar that they do not wish to have their names and addresses made available under an authorisation?


## Security and privacy

*We need to know how that any computers that might access the register are secured from the public and are password protected to use.*

What physical and computer security systems do you have in place to ensure that information from the register is kept secure?


*For example, you could tell us about your staff training.*

What physical and computer security systems do you have in place to ensure that information from the register is only used for the purpose or purposes specified in the authorisation?




## Security and privacy (continued)

Have you ever been found to have breached any of the information privacy principles in the Privacy Act 2020 or previous privacy legislation?

☐ No ☐ Yes

If yes, please explain


Have you ever been found, in proceedings of any kind, to have breached any confidentiality obligation?

☐ No ☐ Yes

If yes, please explain


## Credit check

We will check for any debts to Waka Kotahi as part of the application process.

Do you have a credit rating and, if so, what is it?


## Authorisation term

How long do you want the authorisation to last (maximum of 5 years)?


## Checklist

Make sure you've answered all the questions and attached all relevant information.

- ☐ Direct Debit Authority for payment
- ☐ All questions answered
- ☐ Any extra relevant information is attached **(Any evidence of your current recording processes, privacy policies and staff training materials should also be supplied with your application.)**

## Standard terms

To help with the timely processing of applications, we've developed the following sets of standard terms.

When sending in an application for an authorisation, please indicate in your answer to the question 'What do you intend to use the register for?' if a set of these standard terms applies to your application.

Term	Definition
Vehicle traders	<ul style="list-style-type: none"><li>Checking the registered person when purchasing a vehicle.</li><li>Checking that the registered person has been changed correctly when you sell a vehicle.</li><li>Finding registered persons for the purpose of a safety recall (wholesalers only).</li><li>Any other purpose necessary to facilitate the sale and purchase of vehicles aside from marketing.</li></ul>
Fuel suppliers	<ul style="list-style-type: none"><li>Finding the registered person information of vehicles involved where there has been a failure to pay for goods or services.</li></ul>
Finance companies and insurers	<ul style="list-style-type: none"><li>Checking the registered person of a vehicle when assessing an application to provide finance in relation to that vehicle.</li><li>Checking the registered person of a vehicle when you have a security interest in that vehicle.</li><li>Checking the registered person of a vehicle which is involved in an accident with your client (insurers only).</li><li>Verifying that payments for claims are made to the registered person of the relevant vehicle (insurers only).</li><li>Any other purpose that is reasonably required for assessing or processing an insurance policy or claim in relation to the vehicle (insurers only).</li></ul>



Te Kāwanatanga o Aotearoa  
New Zealand Government

# Privacy Statement

This public privacy statement explains how the Auror Crime Intelligence Platform (the Platform) helps retailers to gather, use, and share information about events and retail crime lawfully and respectfully. We take information privacy and security seriously, and we ensure that our Platform and our customers adhere with all relevant privacy legislation. We want to create a safe society and reduce the anonymity of offenders and crime groups. We believe that providing the right information to the right people at the right time will help to reduce crime.

The Platform is designed to protect retailers, their customers and the community from harm by giving retailers, organizations, law enforcement agencies, and their staff (our “Users”) a safe and secure way to gather and use personal information about incidents and risks. The Platform then enables Users to access and share their data in a controlled and responsible way.

If your personal information is on the Platform, it is because a User (a retailer or law enforcement agency) you have interacted with has chosen to upload your information.

The Platform stores and processes personal information on behalf of Users and according to the instructions of Users. Auror is a data processor, which means we do not use personal information uploaded by our Users for our own purposes.

We regularly undertake Privacy Impact Assessments, and so we may update this statement from time to time. These changes may reflect changes to privacy regulation or the Platform, so please check in again occasionally to see what might have changed. This statement was last updated in September 2019.

## We're data custodians

## Auror helps retailers to collect personal information lawfully

Our Users upload information to the Platform using an online reporting form. Users may collect

this information directly from an alleged offender, from a staff member or customer who has witnessed an alleged offence, or from CCTV footage they have captured. The event reporting form is designed to ensure that Users upload and share only personal information that is relevant, accurate and up to date.

Users, including law enforcement agencies, may also generate personal information within the Platform by editing or commenting on events, or by creating links between events and offenders.

We encourage our customers and Users to be open with the public about the personal information they may upload and share with their chosen community. They may do this by displaying signage on their premises or within their own privacy statements. Our Terms of Use also require our Users to ensure that they have evidence of an alleged offence or event before uploading it to the Platform.

## Ensuring data collection is kept to a minimum

The Platform is designed to limit the personal information Users can upload, to ensure that they only retain and use relevant, accurate and necessary information that will actually assist with public safety and crime prevention.

The personal information a User may upload to the Platform about a person may include:

- Any available image and video
- Name
- Age, Height, Gender, Build
- Distinguishing features and behavioral characteristics
- Details of the event, including date, time, location, and any products involved
- Details of any vehicles involved in the event

The Platform enables Users to crop and obscure any images of innocent bystanders to ensure that they are not identifiable in the information captured and shared by the Users on the Platform.

## Enabling lawful and respectful processing of personal information

Users rely on the Platform to collate information about retail crime and other similar events to provide them, and the other Users in their chosen community, with intelligence that assists with the prevention of crime and the protection of people and assets. The Platform is designed to

control the use and sharing of personal information, reducing the reliance on ad hoc information sharing and questionable public shaming techniques.

To achieve this, the Platform allows its Users to process personal information to:

- Prevent any events that may present a risk to a User or to the public.
- Investigate an event or criminal offence.
- Prevent criminal offences.
- Identify repeat offenders and organized crime groups.
- Notify Police and Law Enforcement that an event has occurred.
- Provide real-time alerts to other Users.
- Prosecute or otherwise take legal action in respect of an event or criminal offence.
- Research crime patterns and behaviors.

Customers can determine which trusted third parties it wishes to share its information with (if any). The Platform limits the information a particular User can view on the basis of that User's role, selected preferences, and the preferences of other Users in their community.

Where Auror receives a third-party request for personal information, we will always direct this request to the relevant User (unless we are prevented by law from doing so). Auror does not use or disclose the personal information uploaded by Users for its own purposes.

## We prevent processing that isn't respectful

As a responsible custodian of personal information, we have built safeguards into the Platform that control the way information can be processed by our Users. All our Users must agree to Terms of Use that limit access to the Platform and the ways in which they can use the Platform.

Here are some specific things the Platform does not facilitate for Users:

- Racial profiling.
- On-selling personal information to third parties.
- Automated decision-making about people.
- Sharing information about minors with other Users (though such information may be used by law enforcement agencies to intervene and assist minors to stay out of trouble).

Auror has also developed a process to ensure that we always consider privacy when we innovate and improve the Platform.

We will always make sure a change enables our Users to:

1. use data for good.

2. collect and share only relevant and necessary personal information.
3. keep data safe and secure.
4. be transparent about data use and help customers embrace their privacy rights.

## We securely and safely store personal information

The Platform is hosted by Microsoft Azure and our data is stored in data centers located in proximity to the User, including US (if a User is in North America), Australia (if a User is in New Zealand or Australia), or the UK (if a User is in the UK/EU). This means the personal information we hold is not generally transferred to, or accessed from, countries or regions outside the User's location. We endeavor to store and process data only in countries that have strong privacy regulations in place.

We take all reasonable steps to keep all User data, including personal information, safe and secure.

We encrypt all information in transit to and from Auror using SSL 256-bit encryption. Transport Layer Security (TLS/SSL) is used to protect the transfer of information to our hosted servers. The Platform is also securely encrypted and Microsoft Azure complies with industry leading security policies and standards, including SOC 1/SSAE 16/ISAE 3402, SOC 2, and ISO 27001/27002. Microsoft sets out all its security features in detail [here](#).

[Product](#) ▾[Solutions](#) ▾[Resources](#) ▾[Sign in](#)[Contact us](#)

Ensure that the personal information it contains is not misused.

## We make sure Customers don't hold on to personal information forever

The Platform is configured to help Users ensure that personal information is retained only for as long as they have a lawful purpose to use it. When a User no longer needs to retain personal information in an identifiable form, they can ask us to delete or anonymise and aggregate it, so it can be used for statistical and predictive analysis.

When a User terminates their agreement with Auror, we delete all personal information they uploaded to the Platform. We do not retain User personal information for our own purposes,

though we may retain anonymised and aggregated data in order to continuously improve our

Platform, products and services.

## We help customers respect their customers' privacy rights

You have important privacy rights with respect to the retailers that collect and use your personal information. While you can make requests directly to your retailers, we're committed to making sure you can exercise your rights easily, and so we've created pathways for you to make requests to the Users that have uploaded personal information to the Platform. To exercise any of the rights set out below, please contact us by:

- emailing us at [privacy@auror.co](mailto:privacy@auror.co)
- using our contact form [here](#)

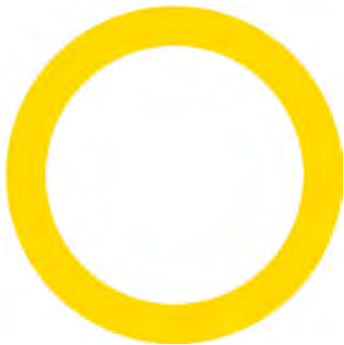
We'll need your full name, date of birth and the time and location of the possible event in order to verify your identity or authority before responding to your request. Once we've verified who you are, we'll notify the User which uploaded your information and help them process your request as soon possible, and no later than 20 working days (one calendar month) after it has been received. Please note that Auror cannot make a decision on your request, but we can help our Users to process requests.

You may have the right to:

- know if a User holds personal information about you on the Platform and get a copy of it if they do.
- correct personal information held on the Platform about you if it is wrong.
- object to the processing of your personal information on the Platform by the User (this right may not apply if the User has a lawful basis to use your information).
- Ask the User to delete the personal information they have uploaded to the Platform about you (this right may not apply if the User has a lawful basis to hold your information).

## Complaining about a User's use of the Platform

If you have any concerns about the way a User has collected or processed your personal information on the Platform, you should contact that User directly and let us know at [privacy@auror.co](mailto:privacy@auror.co). If the User cannot resolve your concerns, you have the right to complain to the data protection authority in the country you live. Ask the User if you're not sure which authority to contact, or ask us and we'll try our best to point you in the right direction.



Email address

Keep me in the loop

Product

- Incident Reporting
- Case Management
- Alerts & Notifications
- Analytics & Dashboards
- Reparations & Recovery
- Integrations & Partners

Company

- Our Story
- Careers
- Contact Us



Solutions

INDUSTRY	ROLE	USE CASE
Grocery	AP/LP Leaders	Retail Loss Prevention
Fuel & Gas	Field Leaders	Asset Protection
Apparel	Investigators	Connected Ecosystem
Pharmacy	Executives	Law Enforcement
Shopping Centers		ORCAs
Home Improvement		
General Merchandise		

Resources

- Customer Stories
- Trust Center
- The Intel
- Webinars
- Podcasts
- Newsletter
- Partnerships



Copyright  
Auror Limited

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



s 9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

## CA05 Application for authorised access to current names and addresses in the Motor Vehicle Register

### Company details

Question	Response
Company name	Auror Limited
Trading as name	n/a
Company number	3792596
Motor Vehicle Trader (MVT)/Financial Service Provider (FSP) number	n/a
Transport Agency customer number	n/a
Motorcheck account number	s 9(2)(a)
What is the nature of the business?	<p>Auror is a Crime Intelligence Software Platform that assists retailers (such as fuel companies) and police prevent crime and reduce loss.</p> <p>Our Fuel customers include s 9(2)(b)(ii) [REDACTED]. We provide the debt recovery process for these retailers including accessing Motorcheck, sending letters to registered vehicle owners, and processing debt payments..</p> <p>The purpose of our access is to undertake the above service on behalf of our fuel customers. Specifically: <i>To assist in finding the registered person details in respect of a motor vehicle that has been involved with non-payment or failure to pay in-full for goods and services, provided that Auror has entered into a contract with a Fuel supplier instructing them to undertake this activity on their behalf.</i></p>
What locations does the business operate from?	Auckland, New Zealand
How long has the business been operating?	The business was incorporated in May 2012.

### Company contact

Question	Response
----------	----------

Name	s 9(2)(a)
Phone	
Email	s 9(2)(a)@auror.co

#### Staff and agents employed

Question	Response
How many staff or agents are likely to have access to the register?	Access is restricted to three key staff members at Auror. However, we have an automated process in place whereby the staff members do not actually directly view the personal information retrieved from the register.
What are the roles of those likely to have access?	Debt recovery and customer support team.
What training will you give those who are likely to have access on the proper handling of the information from the register?	All employees are provided with training on privacy, information security, and acceptable use policy requirements for information handling. Any employee that requires access to the register also has training on our debt recovery and MVR access process.
What controls do you have in place to ensure that those who are likely to have access, handle the information properly?	<p>Our business involves handling sensitive personal information every day – we already work closely with NZ Police and safely share sensitive information with them. We have processes and policies (including our privacy policy) that ensures information is handled properly.</p> <p>We have a well developed process for access to the MVR which includes overnight batch requests and the resultant data is uploaded into our software which then automatically generates the letters to be sent off for printing and delivery. This means that our employees do not need to view the personal information that is provided by the MVR. Once the letter process is complete (this occurs on a weekly basis), the MVR data file is hard deleted from the employee's device.</p> <p>Employees accessing the Motor Vehicle Register use Auror provided devices and these devices are protected by endpoint protection and antivirus solutions. All systems (including our debt recovery process system) that hold Sensitive Data are hosted in Microsoft Azure. Security configuration standards are reviewed annually and on significant business change and all changes to the configuration of our controls automatically alert our security channels and</p>

	<p>email.</p> <p>Our debt recovery system is designed to:</p> <ul style="list-style-type: none"> <li>- Automatically request data from the MVR using the overnight query request;</li> <li>- Automatically ingest the results to create Fuel supplier branded recovery letters that are then sent to a mailhouse for printing and postage;</li> <li>- Provide a dedicated online payment portal link to make payment easy, private, secure;</li> <li>- Remove the associated vehicle from any Automatic Numberplate Recognition systems.</li> </ul>
What disciplinary measures can you take against those who do not handle the information from the register properly?	<p>Access to this information will be tightly controlled and we have the right to revoke access to this information for any staff or agents that do not handle this information properly.</p> <p>Failure to follow Auror policies and procedures may result in disciplinary action, up to and including termination of employment.</p>

#### Using and collecting information

Question	Response
Do you currently use the register	Yes
If yes, what do you currently use the register for?	<p>On behalf of our fuel supplier customers, we automate the process for obtaining details from the MVR, printing and sending letters, and collecting payment for unpaid goods and services. We undertake this for over 400 petrol stations across New Zealand from customers including s 9(2)(b)(ii) .</p> <p>Our Purpose for access is:  <i>To assist in finding the registered person details in respect of a motor vehicle that has been involved with non-payment or failure to pay in-full for goods and services, provided that Auror Limited has entered into a contract with a Fuel supplier instructing them to undertake this activity on their behalf.</i></p> <p><b>Positive Impact on Vehicle Owners</b>  The sending of debt recovery letters and providing an online payment service on behalf of our Fuel customers provides the vehicle owners with a better</p>

	<p>experience without judgement or presumptions of guilt.</p> <p>The automated process we undertake on behalf of our fuel customers also enhances the privacy of motor vehicle owners as it ensures that staff members at individual service stations are not accessing the MVR, retaining owner details, or sending unauthorised communications (which is what used to take place)</p> <p>Further, many fuel stations now have Automatic Numberplate Recognition (ANPR) technology which prevents vehicles from obtaining fuel if that vehicle has been involved in a non-payment event where money is still outstanding. By utilising Auror's automated process, it ensures that vehicle owners are able to quickly and easily repay any outstanding amounts and have their vehicle removed from ANPR alerting systems (allowing the vehicle to fill up without prepayment or denial of service).</p>
What do you intend to use the register for (select out of the following):	Fuel suppliers
What are your reasons for not collecting the information directly from the individual concerned?	The individual has visited a fuel station and driven-off without paying for the fuel or providing their contact information (intentionally or unintentionally).
What are your reasons for not 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 the vehicle registration.
What are reasons for not seeking confirmation of the registered person through the Waka Kotahi free online service?	<p>The Waka Kotahi requires:</p> <ul style="list-style-type: none"> <li>the vehicle's plate number</li> <li>the name or driver's licence number of the person being confirmed.</li> </ul> <p>Since the individual is visiting a fuel station and drives-off without paying for fuel or providing their contact information, the fuel site would not be able to obtain the name or driver's licence number.</p>
What are your reasons for not asking for the information through the Official Information Act 1982?	Our customers have more than 100,000 incidents a year and many of these incidents may require details. Therefore, requesting these under the Official Information Act 1982 would be time-consuming for everyone involved (including NZTA).
How will you tell the persons whose information has come	In the letters sent out to the registered vehicle owner it informs them that their personal information was

through the register about the fact that the register was the source of the information?	obtained from the MVR.
How will you tell the persons whose information has come from the register about what you will use the information for?	<p>Vehicle owners are contacted by letter which informs them of the reason for contact (non-payment of fuel), and details of the event the vehicle was involved in. These details include an image of the vehicle, the date, time, amount of fuel taken, the pump number, and the site location. Video evidence is also captured by the fuel retailer if the vehicle owner queries the incident to ensure it is resolved correctly with the right person (the letter provides the fuel retailer's contact details).</p> <p>It also provides them with a link to pay the money owed online or to visit the applicable fuel site.</p> <p>Video evidence if the vehicle owner queries the incident to ensure it is resolved correctly with the right person.</p>
How will you tell the persons who information has come from the register about the fact that they can notify the Registrar that they do not wish to have their names and addresses made available under an authorisation?	In the letters sent out to the registered vehicle owner it informs them that their personal information was obtained from the MVR.

### Security and privacy

Question	Response
What physical and computer security systems do you have in place to ensure that information from the register is kept secure?	<p>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 manages the physical and environmental security concerns of the data centres. Each Azure facility is designed to run 24x7x365 and employs various measures and safeguards to help protect operations from power failure, physical intrusion, and network outages. These data centres comply with industry standards (such as ISO 27001) for physical security and availability. They are managed, monitored, and administered by Microsoft operations personnel.</p> <p>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</p>

	<p>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.</p> <p>Auror employs independent third parties to regularly test and affirm the integrity of our security systems. Testing includes network and application-level penetration testing</p> <p>s 9(2)(c)</p>
What physical and computer security systems do you have in place to ensure that information from the register is only used for the purpose or purposes specified in the authorisation?	As above, we have designed our debt recovery system and process to restrict access to the information and that it is only used for the purposes described above. Access to the debt recovery system is also restricted within the company.
Have you ever been found to have breached any of the information privacy principles in the Privacy Act 2020 or previous privacy legislation?	No.
Have you ever been found, in proceedings of any kind, to have breached any confidentiality obligation?	No.

#### Credit check

Question	Response
Do you have a credit rating and, if so, what is it?	n/a

#### Authorisation term

Question	Response
How long do you want the authorisation to last (maximum of	Five years.

5 years)?	
-----------	--

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



**IMPORTANT!**

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

**ACCOUNT INFORMATION**

Name of Account

Auror Limited

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

s 9(2)(a)

Bank

Branch Number

Account Number

Suffix

**AUTHORITY TO ACCEPT  
DIRECT DEBITS**

(not to operate as an assignment of agreement)

Authorisation Code

s 9(2)(a)

(User Number)

TO: The Manager

Bank Name

s 9(2)(a)

Address (PO Box)

Town/City

Wellington

Date

07 / 04 / 2022

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

N Z T A M V R 2 0 2 2

Payer Code

Payer Reference

Name of Account (Customer to complete)

Auror Limited

Authorised Signatures

s 9(2)(a)

APPROVED

0510

10/10

FOR BANK USE ONLY

Date Received

Recorded By

Checked By

Original - Retain at Branch

Copy - Forward to Initiator if requested

BANK  
STAMP

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(b)(ii)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982