

From: [Juliet Esposito](#)
To: [S241; Emily Moon](#)
Subject: RE: New application - Auror Limited
Date: Wednesday, 18 May 2022 2:41:23 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Hi Team

I agree Gemma that the purpose is a bit vague in the present one – potentially we should sync it up with the wording we have drafted for the next standard terms for fuel suppliers? I think we want to make it clear when fuel suppliers can send this request to Auror (i.e. not when it is a mistake at the till has been made).

I think we need clarity on – what does Auror do with the information? Just send a letter? Do they refer to debt collection if still unpaid?

As I assume we are using the new standard terms and conditions as a base for all authorisation going forward, we should send them their draft authorisation with these more detailed conditions and point to the new more detailed conditions around security systems and point to:

- The fact users will all need their own unique log in and password and
- Users will need specific training in section 241.

I would also ask whether staff members handle the automatically generated letters? I would imagine they do and therefore would still see the personal information in the letters? What training do they have on the use of this information?

An example of wording could be:

Purpose:

- Where the occupant(s) of a motor vehicle have failed to pay the full amount for goods or services obtained from a fuel supplier, where Auror Limited has entered into a contract with that fuel supplier instructing them to xxxxx, at a service station:
 1. To send a letter to the registered person advising them of the failure to pay and requesting payment (including details of possible methods of making payment); or
 2. To refer the information to a debt collector for the purpose of lawfully collecting the debt.

Failed to pay the full amount for goods or services means: the occupant(s) has either:

- obtained/received/taken goods or services without attempting to pay for them; or
- Has paid the full amount for one or more of the goods or services obtained but has failed to pay for other goods or services also obtained, for example has paid for an item purchased at the fuel station (such as a juice) but has failed to pay for the fuel obtained from the service station; or
- has claimed that they do not have enough money to pay for the goods or services obtained, and has then left with these goods or services, without having paid the full amount for them.

For the avoidance of doubt, **this excludes underpayment by occupants as the result of an error by a fuel supplier or their employees or agents, information must not be accessed for this purpose.**

We could then ask Auror how they will ensure their customers are aware of what failure to pay includes and the circumstances under which they can request Auror to search this information for them?

Happy to have a chat if easier.

Thanks,

Juliet Esposito (she/her)

Legal Counsel Regulatory, Legal Team
Corporate Support

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Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand



From: S241 <S241@nzta.govt.nz>

Sent: Wednesday, 13 April 2022 3:24 pm

To: Juliet Esposito <Juliet.Esposito@nzta.govt.nz>; Emily Moon <emily.moon@nzta.govt.nz>

Subject: New application - Auror Limited

Hi there

Auror Limited currently have access which expires in September:

<https://gazette.govt.nz/notice/id/2017-au4742> for the following purpose:

"To assist in verifying the registered person details in respect of a motor vehicle that has been involved in fuel theft where Auror Limited has entered into a contract with a fuel supplier instructing them to investigate fuel theft."

Although they operate with some similarities to a portal, in that they obtain the information, they do not pass the information along to their customers. They have automated processes that include sending out payment request for drive offs on behalf of the fuel stations that are their customers.

They've provided some really detailed answers and supporting documentation, which is great to see. Is there anything else we need to ask them before we go to the advising agencies on this one? Do you recommend we grant the application, and under what purposes and conditions? I wonder if "investigate fuel theft" is too broad in terms of the purpose? Should we narrow that to include something that specifies the use, eg to send an invoice for payment and pass on debt collection etc? Is so please let me know the suggested wording.

Thanks

Kind regards

Gemma Rush (she/her)

Senior Case Officer, Exemptions & Registers Integrity

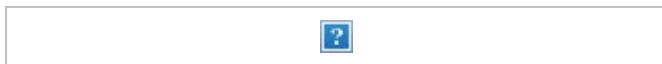
Te Roopu Waeture | Regulatory Services

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Palmerston North

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From: s 9(2)(a) <s 9(2)(a)@auror.co>

Sent: Thursday, 7 April 2022 4:12 PM

To: S241 <S241@nzta.govt.nz>

Cc: s 9(2)(a) <s 9(2)(a)@auror.co>

Subject: Re: NZTA CA05 Application - Auror Limited

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

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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)

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s 9(2)(a) @auror.co
s 9(2)(a)

Auror.

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