

Transparency Statement - Integrity Services (Information gathering and public trust)

Overarching statement

This transparency statement explains how Integrity Services collect, use and share information gathered about members of the public or other entities (directly or indirectly) for the purpose of preventing, detecting and/or responding to potential fraud, waste and abuse of the ACC Scheme

We take care to exercise our information gathering powers appropriately to meet our obligations under the [Privacy Act 2020](#), [Standards of Integrity and Conduct](#) and [Information Gathering Model Standards](#) issued by [Te Kawa Mataaho Public Service Commission](#).

Any information gathering must be approved according to our internal authorisation processes and policies. These processes, policies and related activities, are regularly reviewed to ensure compliance with the law, our other internal policies, guidelines, and risk management requirements.

This statement applies to information gathered by us, our contractors, or any third parties engaged by us.

What information is covered by this statement, and why do we collect it?

Our legislation empowers us to prevent, detect and respond to alleged fraud, waste and abuse. This can include the commission of investigative services by external security consultants.

We are also required to protect that information and only disclose it where legally permitted and where necessary to give effect to our legislated responsibilities.

Information collected directly

Most of the information we collect is provided directly by people or entities, or authorised representatives, as required to fulfil our statutory obligations¹.

However, where we are exploring and/or investigating potential compliance breaches brought to our attention, or initiating our own inquiries, we may also gather information directly from people or entities using our statutory powers². This will generally be done by way of interviews, letters, or emails.

Information collected from another person or agency

Information received or requested from people other than to whom the information relates, or third party agencies, is gathered in accordance with our statutory powers and in compliance with the relevant legislation and any information sharing and matching agreements, memoranda of understanding (MOUs)

¹ [Accident Compensation Act 2001](#), Section 262

² [Accident Compensation Act 2001](#), Section 279

or similar arrangements. We will take all practicable steps to verify information received from third parties before using it, having regard to the purpose for which it will be used.

We may also collect and use publicly available information— for example media reports, publicly available internet information and public register data – where this is relevant to carrying out our compliance functions.

Collection by third parties

Where information gathering requires specialist capability that we do not have within our organisation, we may engage a third party to collect information for us. Such information gathering (including about individuals) is subject to standard legal limits relating to privacy, search and surveillance, access to private property, and the privacy/security of communications by individuals, among other things.

We exercise our information gathering powers appropriately and meet our obligations under the Privacy Act 2020, Standards of Integrity and Conduct, and Information Gathering Model Standards at all times.

Any such information gathering must be approved according to our internal authorisation process and must not be unfair, unlawful or unreasonably intrusive. That process, and the related activities, are regularly reviewed to ensure compliance with the law, our internal policies, and our risk management requirements.

What do we do with it? Do we share it?

How we use it

Where we identify the need to use the information to further consider or investigate compliance breaches, or initiate our own inquiries, we will only do so if required or permitted by law, or with client authorisation.

When we share it

We may share information where necessary to properly carry out our statutory functions. This information will be shared in accordance with our statutory powers and in compliance with the relevant legislation and any information sharing agreements, MOUs or similar with the other agency. This may include when we are exploring and investigating compliance breaches and initiating our own inquiries. We will take all practicable steps to verify information provided to third parties.

We may, for example, share information with:

- another regulator, oversight agency, or complaints body
- third parties engaged by us to collect information as outlined above
- the Police or another government agency, if required by law (for example to assist with the investigation of a criminal offence), or to report significant misconduct or breach of duty or where there is a serious threat to health or safety. If our staff are threatened or abused, we may refer this to the Police.

How will we protect it?

Information is stored and retained in accordance with our Privacy Policy and Information Security Policy, and in compliance with the Privacy Act 2020 and the [Public Records Act 2005](#).

Enquiries and complaints

If you have any enquiries about our information gathering activities or believe we have not acted in accordance with this statement, you can contact us to enquire or make a complaint.

How to make a complaint to us

If you believe we haven't respected your privacy under our Code of Rights, you can contact us to make a complaint:

[Make a complaint](#)

[The Code of ACC Claimants' Rights](#)

Make a complaint to our Privacy Officer

You can also complain under the Privacy Principles and Privacy Rules. Contact our Privacy Officer:

The Privacy Officer
Accident Compensation Corporation
PO Box 242
Wellington 6011

Email Privacy.Officer@acc.co.nz

Phone [04 816 7400](tel:048167400)

[Information Privacy Principles](#)

[Health Information Privacy Code](#)

Make a complaint to the Privacy Commissioner

You have the right to complain through the Office of the Privacy Commissioner:

[How to make a complaint to the Privacy Commissioner](#)