

TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Wednesday 28.08.19,
4:15pm

Manatū
Taonga
Ministry
for Culture
& Heritage

RESOURCES

16%

OF MCH staff directly
supporting the response

8

MCH STAFF working in
the dedicated **Applicant
Support Team**

16

GOVERNMENT
AGENCIES
supporting the
response

RESPONSE

302

PEOPLE contacted

Phone contact has been attempted
and personalised emails have been
sent to all applicants

Documents that
applicants have the
option to replace:



Driver Licences

57



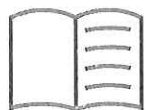
NZ Passports

209



International Passports

19



32

ACTIVE cases

being prepared for handover
to external agencies



124

CASES

now transferred to
relevant agencies (NZTA,
Police or DIA) for action



0

CASES closed

KEY CONTACTS:  0800 624 669

Call Centre operating hours currently: 8am – 5pm

 support@mch.govt.nz

Email inbox monitored: 8am – 5pm

TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Monday 26.08.19

Manatū
Taonga
Ministry
for Culture
& Heritage

PEOPLE AFFECTED



302
PEOPLE impacted

Aged under 18
68

Aged over 18
234



373

DOCUMENTS have
been compromised

1

KNOWN INCIDENT
of identity theft

RESOURCES

25

MCH staff

Call Centre staff
8

CROSS-GOVERNMENT response team involving:

- MFAT
- DIA
- NZTA
- GCDO
- NZ Police including
Cyber Crime Unit
- MSD
- MOE
- NZDF
- MBIE
- Maritime NZ
- SSC
- Privacy
Commissioner
- Crown Law
- MCDEM
- DPM

RESPONSE

302

PEOPLE contacted

All have received email and phone contact.
Not all people responded to calls.

Active cases under management
44

Working to close
cases that concern
the replacement
of the following
documents:



Driver Licences
55



NZ Passports
209



International Passports
20

KEY CONTACTS: 0800 624 669 support@mch.govt.nz

Call Centre operating hours currently: 6.30am – 8pm