

# Independent Review into the Tuia 250 Voyage Trainee privacy breach: FAQ for interviewees

Updated 11 September 2019

## What is the purpose and objective of the independent review?

The purpose of the review is to help the Ministry develop an understanding of the cause of the privacy breach and to provide advice and make recommendations to the Ministry that will prevent such a situation occurring again. The Ministry has engaged Doug Craig from the RDC Group to undertake the Review.

The objectives of the Review are to:

- build a comprehensive understanding of the situation and cause of the privacy breach
- inform the Ministry to prevent such a situation occurring again.

This is a review and not an inquiry, so not everyone who has been involved with the Tuia 250 programme or the breach and our subsequent response to it will be interviewed.

## Why am I being interviewed?

In order to achieve the objectives of the review, the reviewer, Doug Craig has asked for a list of people who were involved with, or might be able to comment on one or more of 'Matters in Scope' for the Review noted in the Terms of Reference:

### *Matters in scope:*

- *The governance and management of the Tuia 250 Voyage trainee crew programme, relating to the decision to use an externally built and hosted website to manage applications, store and manage personal information and the identification and management of associated risks*
- *The procurement process including analysis of technical requirements, supplier selection process and methodology, contractual arrangements and management of the relationship with the supplier*
- *The Tuia 250 website, its technical functionality, security and approach to collection, storage and management of personal information*
- *The timeline of the breach including when and how the breach was discovered*
- *Whether the Ministry adhered to its internal policies and to applicable government policies and good practice guidance.*

### *Matters out of scope of this review:*

- *The governance and management of the wider Tuia 250 programme, to the extent that this can be separated from the governance and management of the trainee crew programme*
- *The Ministry's main website or other digital assets*
- *The response to the privacy breach itself, once the Ministry became aware of it (this will be the subject of a separate debrief)*

- *Third party actions arising from the breach, such as unauthorised use of personal information*
- *Conduct or professional performance of individual staff members*

### **Who will interview me?**

Doug Craig will be conducting all interviews. Doug is the director of consultancy RDC Group. He has more than 20 years' experience as a senior public service executive in both New Zealand and Australia, previously serving as Deputy Commissioner of the State Services Commission. Doug may bring a colleague, 9(2)(a), to some interviews. 9(2)(a) is an expert in Privacy Law and government requirements with respect to the security and management of personal information.

### **How long will interviews be?**

Most will be a maximum of one hour.

### **When will the interviews take place?**

Interviews are to take place between from Thursday 12 September and will run for approximately two weeks. The interviews will be scheduled by 9(2)(a) at the RDC Group. 9(2)(a) will be emailing interviewees from Wednesday 11 September.

Please try to make yourself available at the requested time, however if you need to reschedule you can contact 9(2)(a) directly at 9(2)(a).

### **Where will the interviews take place?**

Interviews will take place in RDC's offices just across the road at Level 11, Equinox House, 111 The Terrace (note entry to RDC's Offices can also be gained from 222 Lambton Quay, next to Nike). If you are not in Wellington, alternative arrangements will be made such as video or phone link.

### **Do I need to prepare for the interview?**

The best preparation you can do is read the Terms of Reference carefully. It might help to refresh your memory about any activities you were aware of in relation to the Tuia 250 website. People being interviewed are likely to have been chosen because they can talk directly to one or more of the matters that are within scope of the Review.

### **What will happen during the interview?**

You will be interviewed by Doug Craig, who will be conducting all interviews. Doug may bring his colleague, 9(2)(a), to some interviews. Doug will take handwritten notes during the interview. He won't be taking verbatim notes and he will not directly attribute comments to individuals, but will likely reference what people have told him in either a general, or non-identifying way

### **Can I take a support person to the interview?**

Yes, absolutely. Just tell the 9(2)(a) beforehand who your support person will be. It is recommended that your support person not be another interviewee. Another MCH employee may be appropriate but we note as the review progresses more people at MCH may be asked to be interviewees. It's probably best that your support person is not associated with the Tuia programme.

### **Should I treat information I give to the reviewer as secret.**

The Ministry does not expect you to keep the information secret and won't ask you to sign a non-disclosure agreement. We also understand the pressure staff are under and the support we all get from talking to our team mates and colleagues. We do however want to get a clear view of different perspectives about the situation and would encourage you to avoid influencing other people's recollection of events.

### **Will I be able to review any notes or transcripts of my interview before the report is finalised?**

If you want to review the notes taken in your interview please let Doug or [REDACTED] know.

### **Will I receive a copy of the report before it is finalised?**

The report is commissioned by the Chief Executive and is intended to be independent and interviewees will not be able to review it. Matters of interpretation between different versions of events are necessarily the responsibility of the Review.

### **Will I be named in the report?**

The purpose of the review is not to investigate the conduct or professional performance of individual staff members. The names of most staff will not be included in the published report. Senior leaders with overall accountability and responsibility are likely to be named in the report in line with the general principles that operate with respect to the Official Information Act.

### **Will people be asked to interview more than once?**

In most cases no. Follow up questions may arise as a result of other interviews, new material coming to light or points needing to be clarified. If this does arise it may be that this can be dealt with by phone or email follow up.

### **Who can I contact if I have further questions?**

Your manager is a great port of a call in the first instance.

You can also contact [REDACTED] who is the liaison between Doug's team and MCH.

If you have any questions about scheduling, you can contact [REDACTED] at RDC Group.

### **Where can I go for advice?**

You can access to our employee assistance programme. EAP services is a great resource, it is there 24/7, available on 0800 327 669 and we encourage people to use it. If you're a member of the Public Service Association, you can go to the PSA for advice.

While the Ministry can explain the review process and provide general information on your rights and options to you, we can't advise you what you should do, nor would it be appropriate for legal advice to be provided by the Ministry's legal team.

The community law centre and the Citizens Advice Bureau (0800 367 222) can both provide free and valuable advice on your rights and legal protections. We would emphasise again, however, that this is a review and not an investigation and matters relating to the conduct or competence of any individual is specifically out of scope for this Review.

- EAP Services: 0800 327 669, [www.eapservices.co.nz](http://www.eapservices.co.nz)
- PSA: 0508 367 772, <https://www.psa.org.nz/contact/contact-us>

- Community Law Wellington & Hutt Valley: <https://communitylaw.org.nz/centre/wellington-hutt-valley>
- Citizens Advice Bureau: 0800 367 222, <https://www.cab.org.nz/find-a-cab>

**What additional help, support and advice will the Ministry give me on this?**

If you want to discuss obtaining further support or advice outside of above, you can contact your manager or [9\(2\)\(a\)@mch.govt.nz](mailto:9(2)(a)@mch.govt.nz).

You can access information about the breach and the earlier FAQs about the Review on the MCH intranet at <http://intranet.mchdomain.mch.govt.nz/ministry-info/tuia-250>.