

Tuia 250 Privacy Breach Recovery approach

As at 30 September 2019

2-6 September	9-13 September	16-20 September	23-27 September	30 September-4 October	7-11 October	14-18 October	21-25 October	From 28 October onwards
<ul style="list-style-type: none"> • Contacted primary affected people • Active case management • Batching to agencies • Foreign passport management • Completing secondary audit • Sit Rep reports 	<ul style="list-style-type: none"> • Contacted primary affected people • Active case management • Batching to agencies • Foreign passport management • Completed secondary audit • Sit Rep reports • Briefing to Minister 	<ul style="list-style-type: none"> • Weekly dashboard to Minister’s office • Complaints audit for Legal • Contacting primary affected people (only 17 remain to make contact with) • Active case management • Contacting secondary affected people (through applicants) • Batching to agencies • Foreign passport management • Commenced case management audit of all affected people 	<ul style="list-style-type: none"> • Weekly dashboard to Minister’s office • Active case management • Contacting secondary affected people (through applicants) • Batching to agencies • Foreign passport management • Continue case management audit of all affected people • Progress design of SharePoint case management tool with Datacom • Provide one-pager for affected people who begin the trainee voyaging programme as part of their induction • Cease follow-up with primary affected people MCH hasn’t been able to contact (at the end of the week) 	<ul style="list-style-type: none"> • Complete case management audit of all affected people • All information saved in TRIM • Contacting secondary affected people (through applicants) • Batching to agencies • Foreign passport management • Progress design of SharePoint case management tool with Datacom • Update breach desk file, including all scripts, materials etc 9(2)(a) • Legal to provide initial response to complaints • Letter from CE to all affected people (may generate follow-up queries/concerns) • Cease follow-up with secondary affected people MCH hasn’t been able to contact (at the end of the week) • DIA case management support resource returns to DIA 	<ul style="list-style-type: none"> • Set up and migrate data/information from current spreadsheet to SharePoint (including data entry) • Batching to agencies • Finalise breach desk file 9(2)(a) • Migrate all breach correspondence and materials to TRIM • Design process for reception receiving/transferring breach calls from w/c 21 October 9(2)(a) 	<ul style="list-style-type: none"> • Wrap up batching process with agencies • Finish migrating all correspondence/materials to TRIM • Draft communications to affected people about the outcome of the review, key learnings and next steps 9(2)(a) • Set up process for stopping the 0800 number and having all calls going to the MCH main number • Website to be updated with main MCH reception number 9(2)(a) • Website material about the breach updated 9(2)(a) <p>18 October: Dedicated case management team disbands</p>	<ul style="list-style-type: none"> • Response approach integrated into MCH business-as-usual • Reception transfer any calls to 9(2) • 9(2)(a) will monitor Tuia Support email address and maintain sharepoint 	<ul style="list-style-type: none"> • Letter from CE emailed to all affected people about the outcome of the review, key learnings and next steps <p><i>NB: this letter may prompt follow up queries/concerns/complaints from affected people (along with media activity and PQs)</i></p> <ul style="list-style-type: none"> • Legal team responding to complaints once review findings announced • Ministerial Services/media team respond to PQs, OIAs and queries following the review release • Some MCH FTE resource required to respond people’s queries, monitor Tuia Support inbox and maintain SharePoint – approx. 0.2 of an FTE (day a week). Will sit within Corporate Services. 9(2)(a) will undertake this role in the short-term. <p><i>NB: queries from affected people could come into MCH over the long term</i></p>