



Charter School Agency
Te Tari Kura Hourua

29/06/2026

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OIA: GEMS-48452 data on Official Information Act and Privacy requests at the Charter School Agency

Thank you for your email of 1 June 2026 to the Charter School Agency (the Agency) requesting the following information:

1. *Over the past 3 years (2023, 2024, 2025), how many Official Information Act (OIA) and Privacy Act (PA) requests has your agency received, provided by a breakdown by year?*
2. *How many of these requests have been transferred to another agency for action, and/or the percentage that would have been transferred?*
3. *Please provide any recorded incidents or notifications of accidental or unauthorised release of information (in breach of PA/OIA Acts).*
4. *How many of these incidents were reported to the Office of the Privacy Commissioner and the Office of the Ombudsman?*
5. *How many complaints were made to the Privacy Commissioner and the Ombudsman regarding delays or timeliness increased in responding to OIA or PA requests?*
6. *Please provide the number of requests declined each year, broken down by the grounds for refusal.*
7. *How many requests were declined on the grounds that the requester could not establish identity? And does your agency require any eligibility or identity checks for PA and OIA requests?*
8. *Does your agency charge for providing OIA information? If so, how many requests incurred charges in 2023, 2024, and 2025?*

Your request has been considered under the Official Information Act 1982 (the OIA).

I will respond to the parts of your questions related to the Privacy Act 2020 first and then your questions about the OIA.

Privacy Act Requests

For **questions one, two, five and six** about requests for personal information, the Charter School Agency has not received any requests for personal information under the Privacy Act.

For **question three and four** about privacy breaches, there have been no incidents of unauthorised release of personal information in breach of the Privacy Act by the Charter School Agency.

For **question seven** about identity checks, should the Charter School Agency receive a request for personal information we would be required to take steps to verify the identity of the requestor, or the person who is acting for the requestor under section 57 of the Privacy Act.

Official Information Act requests

For **questions one and two** about requests for official information, the Public Service Commission publishes information on the number of requests for official information for government departments, including the Charter School Agency, on its website. The information is published every six months. This information includes the number of requests received, the number of requests transferred in part or in full, and the number of requests refused in full. You can find the data at the following link¹:

<https://www.publicservice.govt.nz/guidance/official-information/oia-statistics>

Please note the Charter School Agency was established on 1 July 2024 so data on the number of requests is only available since then. The most recent data available for the Charter School Agency is for the six-month period ending December 2025.

For **questions three and four** about 'unauthorised' release of information, the purpose of the OIA is to make official information available. The OIA does not require agencies to keep official information confidential. It is not possible to breach the OIA by releasing information.

For **question five** about Ombudsman complaints, the Charter School Agency is not aware of any complaints made to the Ombudsman about delays or timeliness increases in responding to OIAs. Please note the Charter School Agency may not be aware of complaints received by the Ombudsman unless they are raised with the agency. In some cases, the Office of the Ombudsman may choose not to progress a complaint without contacting an agency.

You may also be interested in data on complaints to the Ombudsman which can be found on their website at <https://www.ombudsman.parliament.nz/resources?f%5B0%5D=category%3A1989%20>.

¹ This part of your request has been refused under section 18(d) of the OIA as the information is, or will soon be, publicly available.

Please note complaints about the Charter School Agency are listed in the data under the name the Charter School Authorisation Board.

For **question six** about the number of OIA requests being refused, I am providing a table showing the number of OIA requests to the Charter School Agency that were refused in full, broken down by date and section the request was refused under. I have provided the data in six monthly periods so it will be comparable to the published data on the Public Service Commission website.

Number of OIA requests to the Charter School Agency refused in full broken down by section the request was refused under

	Date the request was completed		
	July – Dec 2024	Jan – June 2025	July – Dec 2025
Requests refused under section 18(a) of the OIA that, by virtue of sections 6, 7 or 9 there is good reason for withholding the information	4	3	4
Requests refused under section 18(d) of the OIA as the information requested is or will soon be publicly available	2	2	5
Requests refused under section 18(e) of the OIA as the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found	6	2	3
Requests refused under section 18(f) of the OIA as the information requested cannot be made available without substantial collation or research	1	1	1
Requests refused under section 18(g) of the OIA As the information requested is not held by the Charter School Agency	-	2	2

*Please note a single request may be counted more than once in the table if the request was refused in full using more than one section of the OIA.

For **question seven**, no OIA requests have been declined because the requester could not establish their identity. The Charter School Agency does not routinely ask requestors to confirm their identity or eligibility to make a request.

The Charter School Agency may ask a requestor to confirm their identity or eligibility to make a request when it is necessary to make a decision on what information to release. For example, if the requestor was asking for information about an organisation on behalf of that organisation. Any decision to require a requestor to confirm their identity or eligibility to make a request would be done in accordance with the requirements of the OIA and Ombudsman guidance.

For **question eight** about charging for official information, the Charter School Agency has not levied a charge to respond to an OIA. Please note the OIA requires the Charter School Agency to consider levying a charge before it can refuse a request because responding would involve substantial collation or research.

Thank you again for your email. You have the right to ask an Ombudsman to review my decision on your request, in accordance with section 28 of the Act. You can do this by writing to info@ombudsman.parliament.nz or to Office of the Ombudsman, PO Box 10152, Wellington 6143.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'H McLraith', written in a cursive style.

Hugh McLraith
Principal Advisor
Charter School Agency