



Headquarters
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Private Bag 39997
Wellington Mail Centre
Lower Hutt 5045
New Zealand

OIA-2026-5773

27th May 2026

Spencer Jones
fyi-request-34493-1f60f34f@requests.fyi.org.nz

Dear Spencer Jones

I refer to your request of 15 April 2026, under the Official Information Act 1982 (OIA), regarding the *Privacy (Information Sharing Agreement Facilitating Services for Veterans and Other Claimants) Order 2024 and the associated Approved Information Sharing Agreement (AISA) involving Veterans' Affairs'*.

1. Any annual report section, appendix, schedule, dashboard, table, internal report, briefing, aide memoire, memorandum, or other document created since 6 June 2024 that records, summarises, or reports on AISA implementation metrics, including but not limited to:
 - number of records received
 - number of records applied
 - number of records not matched
 - number of records amended or updated
 - number of information-sharing requests made or completed
 - number of active operating procedures in force
 - implementation milestones
 - difficulties encountered
 - resolutions or corrective actions
 - any service-delivery or entitlement impacts attributed to the AISA
2. Any document that sets out what AISA metrics are required to be reported publicly, including through NZDF or Veterans' Affairs annual reporting.
3. Any document showing whether any AISA implementation metrics have been published, proactively released, or incorporated into an NZDF Annual Report, Veterans' Affairs report, website update, or other public-facing document.
4. If no such metrics have been publicly released, please provide any record, note, advice, briefing, email, or internal statement confirming that position, including any reasons why such metrics have not been publicly reported.
5. A copy of any operating procedures, reporting templates, audit templates, or internal reporting frameworks currently used to collect or report AISA implementation data.
6. A copy of any reporting provided in response to the Office of the Privacy Commissioner reporting notice dated 16 July 2025 under section 154(1)(b) of the Privacy Act 2020, to the extent that such material is held and not otherwise publicly available.

Enclosed are the Approved Information Sharing Agreements (AISAs) between Veterans' Affairs (VA) and four other parties: the Registrar of Births, Deaths and Marriages¹; the New Zealand Defence Force (NZDF); the Ministry of Social Development; and, the Department of Corrections. These AISAs provide the operating procedures and specify the data to be reported on. Where indicated, names are withheld in accordance with section 9(2)(a) of the OIA to protect privacy, and email addresses are withheld in accordance with section 9(2)(k) of the OIA to avoid the malicious or inappropriate use of staff information.

The first AISA reporting was published in the NZDF 2025 Annual Report (page 48)². Further data will be published in the next NZDF Annual Report.

The agreement between VA and the NZDF was implemented on 8 April 2025. The NZDF has shared the data specified with VA since the implementation of the operating procedures. Integration of data into the VA client management system has been ongoing.

As previously advised, operational procedures for specific organisations are still being developed, and all other AISAs are in the process of being implemented. General information about how the VA AISA is used and what information is shared is provided online³.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website.

Yours sincerely

GA Motley

Brigadier

Chief of Staff HQNZDF

Enclosures:

1. Registrar-General Births, Deaths and Marriages AISA Implemented 28 February 2025
2. NZDF AISA Implemented 8 April 2025
3. Ministry of Social Development AISA Implemented 1 March 2026
4. Department of Corrections AISA Implemented 1 April 2026

¹ VA initially received death notices from the Department of Internal Affairs as per the AISA. Death notices are now sourced elsewhere and the AISA is on hold.

² <https://www.nzdf.mil.nz/assets/Uploads/DocumentLibrary/NZDF-Annual-Report-2025.pdf>.

³ <https://www.veteransaffairs.mil.nz/privacy-disclaimer-and-copyright-information/privacy-statement/>.



Veterans' Affairs AISA

Operating Procedures Registrar-General Births, Deaths and Marriages

18th December 2024

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	Template development
0.2	08/02/2024	s. 9(2)(a)	First draft
0.3	21/03/2024	s. 9(2)(a)	Updated based on feedback from VANZ
0.4	23/09/2024	s. 9(2)(a)	Finalise to send to OPC
1.0	21/11/2024	s. 9(2)(a)	Updated reporting requirements to align to OPC reporting letter.
1.1	18/12/2024	s. 9(2)(a)	Signing version
1.2		s. 9(2)(a)	

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1. Purpose

The purpose of this document is to provide additional information regarding the operational details for the information sharing between Veterans' Affairs and the Registrar-General Births, Deaths and Marriages (the Registrar-General) in relation to the supply of information about veterans and other claimants.

This information sharing is authorised by an Approved Information Sharing Agreement (AISA) under subpart 1 of Part 7 of the Privacy Act 2020.

2. Schedules

For each process that will utilise the provisions within the AISA a separate schedule will be developed. The Office of the Privacy Commissioner (OPC) will be consulted regarding the contents of the schedule prior to commencement of each new usage of the AISA.

Once a new schedule is finalised and signed by the Departmental Representatives it will be added to this document. At this time OPC will update the AISA reporting schedule to include the provisions of the new schedule and provide an updated version of the relevant reporting letter to the Chief Executive at Veterans' Affairs.

3. Reviewing the AISA

3.1. Review at request of a named party

In the event of a review of the AISA being required by a party in accordance with clause 16 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs

s. 9(2)(k) [redacted]@nzdf.mil.nz).

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they do not wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

3.2. Review at request of the Office of the Privacy Commissioner

The Deputy Head of Veterans' Affairs is responsible for handling requests for review by the Office of the Privacy Commissioner (OPC), be it ad hoc or in accordance with an agreed reporting schedule. All requests from OPC should be directed to the Deputy Head of Veterans' Affairs.

In the event of a party receiving a request from OPC this request must be directed to the Deputy Head of Veterans' Affairs and OPC advised that Veterans' Affairs is the lead agency.

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they don't wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

4. Amending the AISA

4.1. Minor amendments

In event of a minor amendment being identified by a party in accordance with clause 17 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any minor amendments to the AISA in accordance with section 157(5) of the Privacy Act and clause 17 of the AISA will be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment.

Communication regarding any required minor amendments will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently. The Deputy Head of Veterans' Affairs will consult with OPC regarding the extent of the changes before confirming the process to be followed.

Upon the new version of the AISA being agreed by all the parties the Deputy Head of Veterans' Affairs will:

- Arrange signature by all the parties.
- Provide a new signed copy to all parties

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at the Veterans' Affairs office.
- Notify OPC <mailto:>of the new version.
- Notify the Minister for Veterans of the new version.

The Registrar-General will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.2. Major amendments

In event of a major amendment being identified by a named party in accordance with clause 18 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any major amendments to the AISA should be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment of the AISA and the related Order in Council with all parties. This will include liaising with all parties, returning to Cabinet and consulting with the Office of the Privacy Commissioner regarding the proposed changes in accordance with section 157 of the Privacy Act. Cabinet may require public consultation to be completed if the proposed amendments are significant.

Communication regarding any required major amendments will be provided by the Deputy Head of Veterans' Affairs to all party representatives as detailed in clause 20 of the AISA, or as subsequently updated.

Upon the new version of the AISA coming into force through the gazetting of the updated Order in Council the Deputy Head of Veterans' Affairs will:

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

The Registrar General will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.3. Change of representatives

In the event of a change of representatives the Registrar-General must be advised in writing to the Deputy Head of Veterans' Affairs of the change. The Deputy Head of Veterans' Affairs will also advise OPC of the change as soon as possible.

In the event of a change of the Veterans' Affairs representatives the Deputy Head of Veterans' Affairs will advise all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

5. Suspending or terminating the AISA

In event of the Registrar-General wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Deputy Head of Veterans' Affairs with a minimum of a calendar month notice unless exceptional circumstances apply, in which case as much notice as possible must be provided.

In event of Veterans' Affairs wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Registrar-General with as much notice as possible provided.

6. Disputes

In the event of a dispute relating to the interpretation of application of the AISA being identified in accordance with clause 15 of the AISA, this should be directed to the Deputy Head of Veterans' Affairs.

In the event of a dispute relating to the interpretation or application of the AISA being identified by Veterans' Affairs in accordance with clause 15 of the AISA, this should be directed to the impacted party representatives.

7. Fees

Fees may be charged by Veterans' Affairs or the Registrar-General to cover the costs of information sharing. Fees, where applicable and as agreed, are detailed in each schedule.

Invoices will be created monthly in arrears for the sharing of information. Invoices must be paid by the 20th of the subsequent month.

Invoices for Veterans' Affairs should be emailed to [s.9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz).

8. Accuracy

In the event of the Registrar-General identifying a potential issue with the accuracy of information provided by Veterans' Affairs under the AISA they should contact the Deputy Head of Veterans' Affairs, who will investigate the issue and will advise of the outcome.

In the event of Veterans' Affairs identifying a potential issue with the accuracy of information provided by the Registrar-General under the AISA they should contact the Information Partnerships Team ([s.9\(2\)\(k\)@dia.govt.nz](mailto:s.9(2)(k)@dia.govt.nz)), who will investigate the issue and will advise of the outcome.

9. Breach

9.1. Applicable information

Breach notifications only apply to raw information obtained under the AISA. If a party updates their information based on personal information received, this updated information is not covered by the breach provisions set out below. In such cases the normal breach handling procedures of the receiving organisation should be followed.

9.2. Security breach – Registrar-General identified

In the event of the Registrar-General identifying a potential or actual security breach relating to information shared under the AISA, then the standard Department of Internal Affairs Security Breach process will be followed.

Upon confirmation of a security breach, the Department of Internal Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer

s. 9(2)(k) [redacted]@nzdf.mil.nz), the HQNZDF Unit Security Officer [redacted]@nzdf.mil.nz) and Chief Information Security Officer [redacted]@nzdf.mil.nz) as soon as possible.

The Registrar-General must not notify any other party, excluding the Department of Internal Affairs, without consulting with Veterans' Affairs if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.3. Security breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual security breach relating to information shared under the AISA, then the standard Veterans' Affairs Security Breach process will be followed.

Upon confirmation of a security breach, Veterans' Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer s. 9(2)(k) [redacted]@nzdf.mil.nz), the HQNZDF Unit Security Officer s. 9(2)(k) [redacted]@nzdf.mil.nz) and Chief Information Security Officer s. 9(2)(k) [redacted]@nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with the Registrar-General, if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.4. Privacy breach – Registrar-General identified

In the event of the Registrar-General identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Department of Internal Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, the Department of Internal Affairs must also immediately notify Veterans' Affairs (s. 9(2)(k) [redacted]@nzdf.mil.nz) and NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

The Department of Internal Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by the Department of Internal Affairs.

9.5. Privacy breach – Veterans' Affairs identified

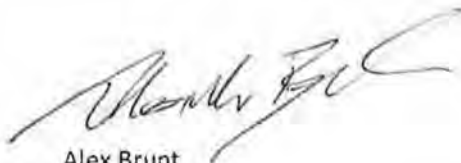
In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, Veterans' Affairs must also immediately notify the NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

Veterans' Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Veterans' Affairs.

10. Acceptance

In signing these Operating Procedures each party acknowledges it has read and agrees to be bound by them.



Alex Brunt

Acting Head of Veterans' Affairs

Veterans' Affairs

Dated: 20/1/2025





Russell Burnard

Registrar-General Births, Deaths and Marriages

Dated: 25/2/25.

Appendix A – Confirmation of Identity and Relationship

Acceptance	
Date of consultation with OPC	31 st October 2024
Date of commencement	28 th February 2025
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	28 February 2025
Accepted by the Registrar-General	
Date accepted by the Registrar-General	25 February 2025

Overview	
Brief description of the purpose of the sharing	<p>When applying to be a client of Veterans' Affairs or applying for specific services individuals have to be able to substantiate the following:</p> <ul style="list-style-type: none"> • their identity ▪ the veteran's identity • the relationship between themselves and the veteran (as appropriate). <p>A key part of substantiating the identity of individuals is utilising records of births and marriages held by the Registrar-General.</p> <p>The relationship between individuals is required to be confirmed as many of Veterans' Affairs services are only available to individuals based on their relationship to the veteran e.g. being the veteran, the spouse or child of the veteran. For many services there is not a requirement to prove an enduring relationship, e.g the veteran and spouse can be separated or the veteran played no part in their child's life.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from the Registrar-General may be used to:</p> <ol style="list-style-type: none"> a) Enable an individual's identity to be verified. b) Assess or reassess the eligibility and entitlement of a Veteran or Other Claimant for Services.
Supporting purpose	Not applicable.

Overview	
statement within the AISA for information provided by Veterans' Affairs	
Expected benefits as a result of the sharing	<p>It is expected that information sharing will increase the speed with which applications to be a client or access specific services from Veterans' Affairs can be processed. This is as a result of individuals not having to provide paper evidence of the respective identities. Furthermore, there is an associated cost saving for the individual as they will no longer be required to purchase any missing certificates from the Registrar-General.</p> <p>In addition, It is expected that the level of potential fraud may reduce as the evidence is being sought directly from the Registrar-General rather than a reliance on Veterans' Affairs staff being able to identify fraudulent paper documents.</p>
Expected adverse action	If the identity or relationships of the individual and/or the veteran cannot be substantiated, then Veterans' Affairs may decline to provide the requested services.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Births, Deaths, Marriages, Civil Unions, Name Changes, Passports and Citizenship Privacy Notice - dia.govt.nz</p>
Fees payable	\$5.60 per confirmation

Operational Process	
Outline of the operational process	<p><u>Becoming a Client</u></p> <p>Upon application to be a client the individual indicates if they wish to confirm their identity using their birth certificate (this is not the only method to confirm identity). When indicated Veterans' Affairs will:</p> <ul style="list-style-type: none"> • Email (using SEEMail) the Issuance Team (s.9(2)(k)@dia.govt.nz) advising they require a birth record confirmation. Veterans' Affairs will provide the proposed client's current name, previous names, date of birth and place of birth. • The Issuance Team will search for the respective birth record within the Birth Register. • The Issuance Team will reply to the email advising if the record can be confirmed. Where a single matching record can be located the current and previous names will be provided. If multiple matching records can be located the existence of a multiple match will be confirmed. Veterans' Affairs will be requested to provide the parents' names to enable a single match to be confirmed. If a match cannot be identified no information other than not confirmed will be supplied. <p><u>Confirming a Marriage / Civil Union</u></p>

Operational Process	
	<p>Upon application for services that require a marital relationship with the veteran Veterans' Affairs will, with the consent of the individual:</p> <ul style="list-style-type: none"> • Email (using SEEMail) the Issuance Team (s. 9(2)(k) @dia.govt.nz) advising they require a marriage / civil union record confirmation. Veterans' Affairs will provide the individual's current name, previous names, date of birth, place of birth, marriage / civil union date and marriage / civil union location. • The Issuance Team will search for the marriage / civil union record within the Marriage or Civil Union Register as appropriate. • The Issuance Team will reply to the email advising if a record(s) can be confirmed. Where records can be located the name and date of birth of the other party will be provided. If a match cannot be identified no information other than not confirmed will be supplied. <p><u>Confirming a Parent</u></p> <p>Upon application for services that require a parental relationship with the veteran Veterans' Affairs will with the consent of the individual:</p> <ul style="list-style-type: none"> • Email (using SEEMail) the Issuance Team (s. 9(2)(k) @dia.govt.nz) advising they require a birth record confirmation. Veterans' Affairs will provide the individual's current name, previous names, date of birth and place of birth. • The Issuance Team will search for the birth record within the Birth Register as appropriate. • The Issuance Team will reply to the email advising if a record(s) can be confirmed. Where a matching record can be located the name and date of birth of the parents will be provided. If a match cannot be identified no information other than not confirmed will be supplied. <p><u>Multiple Matches</u></p> <p>Where multiple matches matching birth records are located to confirm a client then the client will be asked to complete a secondary identification check using another identity document, e.g. their passport.</p> <p>Where multiple birth certificates relating to a child, marriage or civil union are identified the details of all the matches will be provided.</p> <p><u>Unsuccessful Matches</u></p> <p>Where a record is unable to be confirmed:</p> <ul style="list-style-type: none"> • A call to the applicant will be made advising them a record cannot be located matching the details provided. • A letter is also sent to the address on file for the individual

Operational Process	
	<p>advising that a match has been unable to be made for the respective record and they have ten working days to make contact to resolve the situation. They are advised if no contact is made in ten working days then they will be declined services.</p> <ul style="list-style-type: none"> ▪ If the individual contacts Veterans' Affairs and provides additional information to aid in the identification of the correct record this is then supplied to the Registrar-General to assist in locating the appropriate record. ▪ If no communication is received in ten working days, then the services will be declined.
Outline as to how adverse actions are communicated	<p>In the event of an adverse action occurring then Veterans' Affairs will attempt to contact the individual by phone initially to confirm the situation.</p> <p>A letter will also be sent advising the individual they have ten working days to dispute the correctness of the information received. No action will be taken until the ten working days has lapsed.</p>
Outline as to how corrections to information are communicated	<p>If the individual believes the record can not be found due to an error in locating it they can provide further information to Veterans' Affairs who can supply this to the Registrar-General to aid with locating the correct record.</p> <p>If the individual believes the records held by the Registrar-General are incorrect then they will be directed to the Department of Internal Affairs for assistance.</p>
Outline as to how constraints / caveats will be communicated	<p>No constraints or caveats exist for the records being transferred.</p>

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail.				
Frequency and timeliness of information exchange	The information will be provided as requested by Veterans' Affairs on a per individual request basis.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details		
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	<table border="1"> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • place of birth • parents' names (as appropriate) • marriage / civil union date (as appropriate) • marriage / civil union location (as appropriate) </td> </tr> </table>	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • place of birth • parents' names (as appropriate) • marriage / civil union date (as appropriate) • marriage / civil union location (as appropriate) 						
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Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None								
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Details of known issues regarding timeliness, integrity and completeness of information provided by the Registrar-General	None								
Information to be retained by Veterans' Affairs									

Information Exchanges									
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Civil Union Information	<ul style="list-style-type: none"> confirmation of a matched / not matched record partner's name partner's date of birth 								
Retention period of information by Veterans' Affairs	<p>The emails sent and received from the Registrar-General will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The information provided will also be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.</p>								
Information to be retained by the Registrar-General	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth place of birth parents' name (as appropriate) marriage / civil union date (as appropriate) marriage / civil union location (as appropriate) </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth place of birth parents' name (as appropriate) marriage / civil union date (as appropriate) marriage / civil union location (as appropriate) 				
Information Set (as per AISA)	Field Details								
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth place of birth parents' name (as appropriate) marriage / civil union date (as appropriate) marriage / civil union location (as appropriate) 								
Retention period of information by the Registrar-General	<p>The emails sent and received from Veterans' Affairs will be retained in accordance with retention schedule. The search of the respective registers will be recorded in the log / access register and retained indefinitely.</p>								

System	
Providing system	New Zealand Defence Force SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	New Zealand Defence Force SEEMAIL – 11/02/2022
Receiving system	Department of Internal Affairs SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	Department of Internal Affairs SEEMAIL – Not completed
Intermediary system	Life Data
Date Certification and Accreditation (C&A) issued to intermediary system	Life Data – 03/03/2023

Logging	
Details of items logged by Veterans' Affairs	A record of each request made to the Registrar-General in the previous year will be recorded in a spreadsheet.
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by the Registrar-General	A record of each request made by Veterans' Affairs in the previous year will be recorded in the access register. Life Data also logs all searches made by staff.
Details of automated alerting by the Registrar-General	Not applicable.
Team responsible for management of alerts at the Registrar-General	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do spot audits on an annual basis to ensure only records required were confirmed with the Registrar-General.
Details of regular first line audit activities by the Registrar-General	No first line audit activities will occur.

Audit	
including scope and frequency	
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by the Registrar-General including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the Registrar-General for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Number of requests made to the Registrar-General • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared • Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including: <ul style="list-style-type: none"> ○ % of total requests audited ○ % of audited requests where an issue was raised • Details of any difficulties experienced and how they are being, or have been, overcome.



Veterans' Affairs AISA

Operating Procedures
New Zealand Defence Force

13 March 2025

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	Template development
0.2	19/06/2024	s. 9(2)(a)	First draft
1.0	18/12/2024	s. 9(2)(a)	Updates based on feedback
2.0	16/02/ 2025	s. 9(2)(a)	Updates based on OPC feedback
3,0	07/03/2025	s. 9(2)(a)	Updated privacy statement link
4.0	13/03/2025	s. 9(2)(a)	Change in process appendix B



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1. Purpose

The purpose of this document is to provide additional information regarding the operational details for the information sharing between Veterans' Affairs and the New Zealand Defence Force (NZDF) in relation to the supply of information about veterans and other claimants.

This information sharing is authorised by an Approved Information Sharing Agreement (AISA) under subpart 1 of Part 7 of the Privacy Act 2020.

2. Schedules

For each process that will utilise the provisions within the AISA a separate schedule will be developed. The Office of the Privacy Commissioner (OPC) will be consulted regarding the contents of the schedule prior to commencement of each new usage of the AISA.

Once a new schedule is finalised and signed by the Departmental Representatives it will be added to this document. At this time OPC will update the AISA reporting schedule to include the provisions of the new schedule and provide an updated version of the relevant reporting letter to the Chief Executive at Veterans' Affairs.

3. Reviewing the AISA

3.1. Review at request of a named party

In the event of a review of the AISA being required by a party in accordance with clause 16 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs ([s.9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)).

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they do not wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

3.2. Review at request of the Office of the Privacy Commissioner

The Deputy Head of Veterans' Affairs is responsible for handling requests for review by the Office of the Privacy Commissioner (OPC), be it ad hoc or in accordance with an agreed reporting schedule. All requests from OPC should be directed to the Deputy Head of Veterans' Affairs.

In the event of a party receiving a request from OPC this request must be directed to the Deputy Head of Veterans' Affairs and OPC advised that Veterans' Affairs is the lead agency.

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they don't wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

4. Amending the AISA

4.1. Minor amendments

In the event of a minor amendment being identified by a party in accordance with clause 17 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any minor amendments to the AISA in accordance with section 157(5) of the Privacy Act and clause 17 of the AISA will be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment.

Communication regarding any required minor amendments will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently. The Deputy Head of Veterans' Affairs will consult with OPC regarding the extent of the changes before confirming the process to be followed.

Upon the new version of the AISA being agreed by all the parties the Deputy Head of Veterans' Affairs will:

- Arrange signature by all the parties.
- Provide a new signed copy to all parties

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at the Veterans' Affairs office.
- Notify OPC <mailto:>of the new version.
- Notify the Minister for Veterans of the new version.

NZDF will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.2. Major amendments

In the event of a major amendment being identified by a named party in accordance with clause 18 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any major amendments to the AISA should be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment of the AISA and the related Order in Council with all parties. This will include liaising with all parties, returning to Cabinet and consulting with the Office of the Privacy Commissioner regarding the proposed changes in accordance with section 157 of the Privacy Act. Cabinet may require public consultation to be completed if the proposed amendments are significant.

Communication regarding any required major amendments will be provided by the Deputy Head of Veterans' Affairs to all party representatives as detailed in clause 20 of the AISA, or as subsequently updated.

Upon the new version of the AISA coming into force through the gazetting of the updated Order in Council the Deputy Head of Veterans' Affairs will:

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

NZDF will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.3. Change of representatives

In the event of a change of NZDF representatives this must be advised in writing to the Deputy Head of Veterans' Affairs of the change. The Deputy Head of Veterans' Affairs will also advise OPC of the change as soon as possible.

In the event of a change of the Veterans' Affairs representatives the Deputy Head of Veterans' Affairs will advise all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

5. Suspending or terminating the AISA

In the event of NZDF wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Deputy Head of Veterans' Affairs with a minimum of a calendar month notice unless exceptional circumstances apply, in which case as much notice as possible must be provided.

In the event of Veterans' Affairs wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to NZDF with as much notice as possible provided.

6. Disputes

In the event of a dispute relating to the interpretation of application of the AISA being identified in accordance with clause 15 of the AISA, this should be directed to the Deputy Head of Veterans' Affairs.

In the event of a dispute relating to the interpretation or application of the AISA being identified by Veterans' Affairs in accordance with clause 15 of the AISA, this should be directed to the impacted party representatives.

7. Fees

Fees may be charged by Veterans' Affairs or NZDF to cover the costs of information sharing. Fees, where applicable and as agreed, are detailed in each schedule.

Invoices will be created monthly in arrears for the sharing of information. Invoices must be paid by the 20th of the subsequent month.

8. Accuracy

In the event of NZDF identifying a potential issue with the accuracy of information provided by Veterans' Affairs under the AISA they should contact the Deputy Head of Veterans' Affairs, who will investigate the issue and will advise of the outcome.

In the event of Veterans' Affairs identifying a potential issue with the accuracy of information provided by NZDF under the AISA they should contact the DHR HRMIS Team (s. 9(2)(k) [REDACTED]@nzdf.mil.nz), who will investigate the issue and will advise of the outcome.

9. Breach

9.1. Applicable information

Breach notifications only apply to raw information obtained under the AISA. If a party updates their information based on personal information received, this updated information is not covered by the breach provisions set out below. In such cases the normal breach handling procedures of the receiving organisation should be followed.

9.2. Security breach – NZDF identified

In the event of NZDF identifying a potential or actual security breach relating to information shared under the AISA, then the standard NZDF Security Breach process will be followed.

Upon confirmation of a security breach, NZDF must also immediately notify New Zealand Defence Force's Chief Security Officer (s. 9(2)(k) @nzdf.mil.nz), the HQNZDF Unit Security Officer (s. 9(2)(k) @nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) @nzdf.mil.nz) as soon as possible.

NZDF must not notify any other party, without consulting with Veterans' Affairs if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.3. Security breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual security breach relating to information shared under the AISA, then the standard Veterans' Affairs Security Breach process will be followed.

Upon confirmation of a security breach, Veterans' Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer (s. 9(2)(k) @nzdf.mil.nz), the HQNZDF Unit Security Officer (s. 9(2)(k) @nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) @nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with NZDF, if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.4. Privacy breach – NZDF identified

In the event of NZDF identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard NZDF Privacy Breach process will be followed.

Upon confirmation of a privacy breach, NZDF must also immediately notify Veterans' Affairs (s. 9(2)(k) [redacted]@nzdf.mil.nz) and NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

NZDF will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by NZDF.

9.5. Privacy breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, Veterans' Affairs must also immediately notify the NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

Veterans' Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Veterans' Affairs.

10. Acceptance

In signing these Operating Procedures each party acknowledges it has read and agrees to be bound by them.



Alexander Brunt

Head of Veterans' Affairs (Acting)

Veterans' Affairs

Dated: 10/12/2025



Jacinda Funnell


Chief People Officer

New Zealand Defence Force

Dated: 12/12/25



Appendix A – Notification of Services

Acceptance	
Date of consultation with OPC	07/02/2025
Date of commencement	08/04/2025
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	10/2/2025
Accepted by NZDF	
Date accepted by NZDF	

Overview	
Brief description of the purpose of the sharing	<p>When a serving person is released from service by NZDF they individually, and other claimants, can potentially be entitled to services from Veterans' Affairs. The entitlement depends on the individuals service history.</p> <p>The sharing of information allows Veterans' Affairs to notify the serving person of potential services they may access if they wish to apply to be a client.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from NZDF may be used to:</p> <ol style="list-style-type: none"> Notify an individual of Services that they may be eligible for and entitled to access.
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable
Expected benefits as a result of the sharing	<p>It is expected that as a result of the sharing:</p> <ul style="list-style-type: none"> Veterans will be more aware of the services available to them from Veterans' Affairs and therefore more likely to access these.
Expected adverse action	There is no adverse action expected.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Personal Information Statement</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	A monthly spreadsheet will be provided by NZDF to Veterans' Affairs detailing service persons leaving the service in the previous period. The spreadsheet will automatically be generated from SAP and shared using SEEMAIL. On receipt of the spreadsheet Veterans' Affairs will send a communication to the individual detailing the services they offer and how to sign up to become a client.
Outline as to how adverse actions are communicated	Not applicable.
Outline as to how corrections to information are communicated	No corrections will be communicated.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using New Zealand Defence force Outlook.				
Frequency and timeliness of information exchange	A monthly file of all service persons leaving will be sent to Veterans' Affairs.				
Information to be provided by Veterans' Affairs	None				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None				
Information to be provided by NZDF	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details		
Information Set (as per AISA)	Field Details				

Information Exchanges						
	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 				
	Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • enlistment date • releasing date from Service • transfer date from RF service to reserve • rank • branch • service 				
Details of known issues regarding timeliness, integrity and completeness of information provided by NZDF	None					
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • place of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • place of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 	
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Information Exchanges			
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Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service 		
Retention period of information by Veterans' Affairs	<p>The monthly file will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The emails sent and received with NZDF will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p>		
Information to be retained by NZDF	None.		
Retention period of information by NZDF	Not applicable.		

System	
Providing system	SAP
Date Certification and Accreditation (C&A) issued to providing system	Not applicable
Receiving system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to receiving system	Not applicable
Intermediary system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to intermediary system	Not applicable



Logging	
Details of items logged by Veterans' Affairs	Not applicable.

Logging	
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by NZDF	None.
Details of automated alerting by NZDF	None
Team responsible for management of alerts at NZDF	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	No first line audit activities will occur.
Details of regular first line audit activities by NZDF including scope and frequency	None.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by NZDF including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the NZDF for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Details of any difficulties experienced and how they are being, or have been, overcome.

Appendix B – Confirmation of Operational Service

Acceptance	
Date of consultation with OPC	07/02/2025
Date of commencement	08/04/2025
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	10/12/2025
Accepted by NZDF	
Date accepted by NZDF	12/12/25



Overview	
Brief description of the purpose of the sharing	<p>When a serving person is released from service by NZDF they individually, and other claimants, can potentially be entitled to services from Veterans' Affairs. The entitlement depends on the individuals service history.</p> <p>The sharing of information allows Veterans' Affairs to determine if the serving person's service qualifies for Veterans' Affairs services when they or other claimants apply to be a client of Veterans' Affairs based on the serving person's service.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from NZDF may be used to:</p> <ul style="list-style-type: none"> b) Assess or reassess the eligibility and entitlement of a Veteran or Other Claimant for Services.
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable
Expected benefits as a result of the sharing	<p>It is expected that as a result of the sharing:</p> <ul style="list-style-type: none"> • Individuals applying to be clients will be able to be assessed quicker as the service for the associated servicing person has already been reviewed to determine if it qualifies.
Expected adverse action	There is no immediate adverse action at the time of the exchange.

Overview	
	However, upon application for services the individual may be declined for all or some services based on the service history of the associated serving person.
Link to relevant privacy statement(s)	How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz) Personal Information Statement
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>A monthly spreadsheet will be provided by NZDF to Veterans' Affairs detailing service persons leaving the service in the previous period. The spreadsheet will automatically be generated from SAP and shared using Outlook. The spreadsheet will only include those with qualifying service.</p> <p>On receipt of the spreadsheet Veterans' Affairs will confirm if a record already exists in the Veterans' Affairs client records. If a record does not exist they will create a new client record detailing their service record.</p>
Outline as to how adverse actions are communicated	<p>Where the records show the veteran has not met the requirements of qualifying service:</p> <ul style="list-style-type: none"> • A letter and / or email is sent to the client at the address on file for the individual advising that they do not meet the requirement of qualifying service and they have ten working days to make contact if this is not correct. They are advised if no contact is made in ten working days then they will be declined services. • If the individual contacts Veterans' Affairs to provide evidence of qualifying service this will be considered, and their application progressed. • If no communication is received in ten working days, then the application for services will be declined.
Outline as to how corrections to information are communicated	No corrections will be communicated.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges	
Outline of the information exchange process, both primary and secondary	All communications will occur using Outlook.

Information Exchanges							
Frequency and timeliness of information exchange	A monthly file of all service persons leaving will be sent to Veterans' Affairs.						
Information to be provided by Veterans' Affairs	None						
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None						
Information to be provided by NZDF	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number </td> </tr> <tr> <td>Service Records</td> <td> <ul style="list-style-type: none"> • service Number (Employee ID) • title • deployment name • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 	Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • title • deployment name • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition
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Information Exchanges							
Details of known issues regarding timeliness, integrity and completeness of information provided by NZDF	None						
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number </td> </tr> <tr> <td>Service Records</td> <td> <ul style="list-style-type: none"> • service Number (Employee ID) • deployment • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • date of birth • gender • ethnicity • residential address • postal address • personal email address • mobile phone number • home/other phone number 	Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • deployment • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition
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Service Records	<ul style="list-style-type: none"> • service Number (Employee ID) • deployment • start and end dates of the deployment • NHI number • mission/declaration • IRD Number • enlistment date • rank • releasing date from Service • transfer date from RF service to reserve • branch • service • medallic recognition 						
Retention period of information by Veterans' Affairs	<p>The monthly file will be retained in accordance with retention schedule class 3.2.2 for a period of 10 years.</p> <p>The emails sent and received with NZDF will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p>						

Information Exchanges	
	The information provided will be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.
Information to be retained by NZDF	None.
Retention period of information by NZDF	Not applicable.

System	
Providing system	SAP
Date Certification and Accreditation (C&A) issued to providing system	Not applicable
Receiving system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to receiving system	Not applicable
Intermediary system	New Zealand Defence Force Outlook
Date Certification and Accreditation (C&A) issued to intermediary system	Not applicable

Logging	
Details of items logged by Veterans' Affairs	Not applicable.
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by NZDF	None
Details of automated alerting by NZDF	None

Logging	
Team responsible for management of alerts at NZDF	Not applicable

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do annual audits to ensure that the adverse actions have been communicated appropriately and no action taken until 10 working days have lapsed.
Details of regular first line audit activities by NZDF including scope and frequency	None.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by NZDF including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the NZDF for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared • Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including: <ul style="list-style-type: none"> ○ % of total requests audited ○ % of audited requests where an issue was raised • Details of any difficulties experienced and how they are being, or have been, overcome.

SCHEDULE FIVE – Veterans' Affairs AISA Operating Procedures

Veterans' Affairs AISA
Operating Procedures
Ministry of Social Development
27th August 2025

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	First Draft
0.2	25/06/2025		Addition of Appendix C
0.3	24/07/2025		Operational Details (no material changes)
0.4	13/07/2025		Second Draft
0.5	25/08/2025		Updates after OPC review
1.0	28/08/2025		Execution version

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1. Purpose

The purpose of this document is to provide additional information regarding the operational details for the information sharing between Veterans' Affairs and the Ministry of Social Development (MSD) in relation to the supply of information about veterans and other claimants.

This information sharing is authorised by an Approved Information Sharing Agreement (AISA) under subpart 1 of Part 7 of the Privacy Act 2020.

2. Schedules

For each process that will utilise the provisions within the AISA a separate schedule will be developed. The Office of the Privacy Commissioner (OPC) will be consulted regarding the contents of the schedule prior to commencement of each new usage of the AISA.

Once a new schedule is finalised and signed by the Departmental Representatives it will be added to this document. At this time OPC will update the AISA reporting schedule to include the provisions of the new schedule and provide an updated version of the relevant reporting letter to the Chief Executive at Veterans' Affairs.

3. Reviewing the AISA

3.1 Review at request of a named party

In the event of a review of the AISA being required by a party in accordance with clause 16 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs ([s.9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)).

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they do not wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

3.2 Review at request of the Office of the Privacy Commissioner

The Deputy Head of Veterans' Affairs is responsible for handling requests for review by the Office of the Privacy Commissioner (OPC), be it ad hoc or in accordance with an agreed

reporting schedule. All requests from OPC should be directed to the Deputy Head of Veterans' Affairs.

In the event of a party receiving a request from OPC this request must be directed to the Deputy Head of Veterans' Affairs and OPC advised that Veterans' Affairs is the lead agency. Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they don't wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

4. Amending the AISA

4.1 Minor amendments

In the event of a minor amendment being identified by a party in accordance with clause 17 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs. Any minor amendments to the AISA in accordance with section 157(5) of the Privacy Act and clause 17 of the AISA will be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment.

Communication regarding any required minor amendments will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently. The Deputy Head of Veterans' Affairs will consult with OPC regarding the extent of the changes before confirming the process to be followed.

Upon the new version of the AISA being agreed by all the parties the Deputy Head of Veterans' Affairs will:

- Arrange signature by all the parties.
- Provide a new signed copy to all parties.
- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at the Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

MSD will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.2 Major amendments

In the event of a major amendment being identified by a named party in accordance with clause 18 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any major amendments to the AISA should be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment of the AISA and the related Order in Council with all parties. This will include liaising with all parties, returning to Cabinet and consulting with the Office of the Privacy Commissioner regarding the proposed changes in accordance with section 157 of the Privacy Act. Cabinet may require public consultation to be completed if the proposed amendments are significant.

Communication regarding any required major amendments will be provided by the Deputy Head of Veterans' Affairs to all party representatives as detailed in clause 20 of the AISA, or as subsequently updated.

Upon the new version of the AISA coming into force through the gazetting of the updated Order in Council the Deputy Head of Veterans' Affairs will:

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

MSD will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.3 Change of representatives

In the event of a change of MSD representatives MSD must advise the Deputy Head of Veterans' Affairs of the change in writing.

The Deputy Head of Veterans' Affairs will also advise OPC of the change as soon as possible.

In the event of a change of the Veterans' Affairs representatives the Deputy Head of Veterans' Affairs will advise all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

5 Suspending or terminating the AISA

In the event of MSD wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Deputy Head of Veterans' Affairs with a minimum of a calendar month notice unless exceptional circumstances apply, in which case as much notice as possible must be provided.

In the event of Veterans' Affairs wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to MSD with as much notice as possible provided.

6 Disputes

In the event of a dispute relating to the interpretation of application of the AISA being identified in accordance with clause 15 of the AISA, this should be directed to the Deputy Head of Veterans' Affairs.

In the event of a dispute relating to the interpretation or application of the AISA being identified by Veterans' Affairs in accordance with clause 15 of the AISA, this should be directed to the impacted party representatives.

7 Fees

Fees may be charged by Veterans' Affairs or MSD to cover the costs of information sharing. Fees, where applicable and as agreed, are detailed in each schedule.

Invoices will be created monthly in arrears for the sharing of information. Invoices must be paid by the 20th of the subsequent month.

Invoices for Veterans' Affairs should be emailed to [s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz). Invoices for MSD should be emailed to [s. 9\(2\)\(k\)@msd.govt.nz](mailto:s.9(2)(k)@msd.govt.nz).

8 Accuracy

In the event of MSD identifying a potential issue with the accuracy of information provided by Veterans' Affairs under the AISA they should contact the Deputy Head of Veterans' Affairs, who will investigate the issue and will advise all parties of the outcome.

In the event of Veterans' Affairs identifying a potential issue with the accuracy of information provided by MSD under the AISA they should contact the Veteran's Pension Team, who will investigate the issue and will advise of the outcome.

9 Breach

9.1 Applicable information

Breach notifications only apply to raw information obtained under the AISA. If a party updates their information based on personal information received, this updated information is not covered by the breach provisions set out below. In such cases the normal breach handling procedures of the receiving organisation should be followed.

9.2 Security breach – MSD identified

In the event of MSD identifying a potential or actual security breach relating to information shared under the AISA, then the standard MSD Security Breach process will be followed. Upon confirmation of a security breach, MSD must also immediately notify New Zealand Defence Force's Chief Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)), the HQNZDF Unit Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)) and Chief Information Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)) as soon as possible.

MSD must not notify any other party without consulting with Veterans' Affairs if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.3 Security breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual security breach relating to information shared under the AISA, then the standard Veterans' Affairs Security Breach process will be followed.

Upon confirmation of a security breach, Veterans' Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)), the HQNZDF

Unit Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with MSD, if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.4 Privacy breach – MSD identified

In the event of MSD identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard MSD Privacy Breach process will be followed. Upon confirmation of a privacy breach, MSD must also immediately notify Veterans' Affairs (s. 9(2)(k) [redacted]@nzdf.mil.nz) and NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

MSD will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by MSD.

9.5 Privacy breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, Veterans' Affairs must also immediately notify the NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

Veterans' Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Veterans' Affairs.

10 Acceptance

In signing these Operating Procedures each party acknowledges it has read and agrees to be bound by them.





Alexander Brunt
Head of Veterans' Affairs
Veterans' Affairs
Dated: 15/2/2026



Viv Rickard
Deputy Chief Executive – Service Delivery
Ministry of Social Development
Dated: 19/02/2026

Appendix A – Veterans' Affairs Update of Information

Acceptance	
Date of consultation with OPC	25/08/2025
Date of commencement	1/03/2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	13/2/2026
Accepted by MSD	
Date accepted by MSD	19/02/2026

Overview	
Brief description of the purpose of the sharing	<p>Veterans Affairs and MSD share a client base as MSD pay the Veterans Pension. Veterans and other claimants commonly only update one agency about a change in their circumstances and then expect the other agency to know.</p> <p>This sharing will allow contact information to be shared between MSD to keep a veterans and other claimants records up to date at Veterans' Affairs.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from MSD may be used to:</p> <p>(a) Update contact details for Veterans and Other Claimants.</p>
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable
Expected benefits as a result of the sharing	It is expected that information sharing will increase the accuracy of the records held by Veterans' Affairs. This in turn results in Veterans' Affairs being able to better communicate with veterans and other claimants.
Expected adverse action	None.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Our privacy notice - Work and Income</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>In the event that Veterans' Affairs are unable to contact a veteran or other claimant or have been unable to pay them then Veterans' Affairs may contact MSD using SEEMAIL seeking the veteran or other claimants contact details.</p> <p>MSD will look up the details in SWIFTT & CMS and respond with the requested information using SEEMAIL.</p> <p>On receipt of the information requested Veterans' Affairs will then update the veteran or other claimants' records with the provided information.</p>
Outline as to how adverse actions are communicated	Not applicable.
Outline as to how corrections to information are communicated	Corrections will not be communicated on an ongoing basis.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail.				
Frequency and timeliness of information exchange	The information will be provided as requested by Veterans' Affairs on a per individual request basis.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None.				
Information to be provided by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> </tbody> </table>	Information Set (as per AISA)	Field Details		
Information Set (as per AISA)	Field Details				

Information Exchanges					
	<table border="1"> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • </td> </tr> </table>	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • 		
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • 				
Details of known issues regarding timeliness, integrity and completeness of information provided by MSD	None.				
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN •
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • 				
Retention period of information by Veterans' Affairs	<p>The emails sent and received from MSD will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The information provided will also be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.</p>				
Information to be retained by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 				

Information Exchanges	
Retention period of information by MSD	The emails sent and received from Veterans' Affairs will be retained in accordance with MSD's obligations under the Public Records Act 2005 for a minimum period of 7 years, or retained in accordance with MSD's DA694 when updated to cover this type of record.

System	
Providing system	New Zealand Defence Force SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	New Zealand Defence Force SEEMAIL – 11/02/2022
Receiving system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	MSD SEEMAIL – 12/06/2024
Intermediary system	Exchange Online
Date Certification and Accreditation (C&A) issued to intermediary system	14/07/2022



Logging	
Details of items logged by Veterans' Affairs	A record of each request made to MSD in the previous year will be recorded in a spreadsheet.
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by MSD	Not applicable.
Details of automated alerting by MSD	Not applicable.
Team responsible for management of alerts at MSD	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do spot audits on an annual basis to ensure only records required were requested from MSD.

Audit	
Details of regular first line audit activities by MSD including scope and frequency	No audit activities will occur.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by MSD including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by MSD for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Details of any difficulties experienced and how they are being, or have been, overcome.

Appendix B – Veterans' Affairs Eligibility and Entitlement

Acceptance	
Date of consultation with OPC	25/08/2025
Date of commencement	1/03/2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	15/2/2026
Accepted by MSD	
Date accepted by MSD	28/19/02/2026

Overview	
Brief description of the purpose of the sharing	<p>A number of eligibility and entitlements for services depend on services being provided by MSD.</p> <p>There is a requirement to share information to determine that a veteran or other claimant is not claiming double entitlements from both agencies e.g. funeral expenses.</p> <p>Furthermore, some of the entitlements paid by Veterans' Affairs are impacted by the type of benefits received from MSD e.g. job seekers allowance may impact on the entitlements under the Veterans' Independence Programme.</p> <p>To ensure that veterans and other claimants are receiving the correct entitlements from Veterans' Affairs it is therefore beneficial to understand what entitlements they receive from MSD to ensure the veteran or other claimant is not under or overpaid, resulting in a debt to Veterans' Affairs.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from MSD may be used to:</p> <p>(a) Assess or reassess the eligibility and entitlement of a Veteran or Other Claimant for Services.</p>
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable

Overview	
Expected benefits as a result of the sharing	<p>It is expected the information sharing will enable veterans and other claimants to more accurately receive their full entitlements from Veterans' Affairs and not incur any debt.</p> <p>In addition, the sharing will enable the identification of fraudulent claims that result in two agencies paying for the same entitlement.</p>
Expected adverse action	<p>As a result of the sharing, it is expected that veterans or other claimants may have their claims reduced or rejected if they are attempting to claim for an expense already paid by MSD.</p> <p>In addition, it is expected that veterans or other claimants may have their entitlements reduced based on the level of entitlement being provided by MSD.</p>
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Our privacy notice - Work and Income</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>The level of entitlements being provided will not be checked for every claimant. In the event that Veterans' Affairs wish to confirm the level of entitlements provided by MSD they will request this information from MSD using SEEMAIL.</p> <p>MSD will look up the details in SWIFTT & CMS and respond with the requested information using SEEMAIL.</p> <p>On receipt of the information requested Veterans' Affairs will then update the veteran or other claimants' records with the provided information.</p> <p>As a result of the received information Veterans' Affairs will then recalculate the level of entitlements for the claimant.</p> <p><u>Reductions</u></p> <p>In the event that entitlements will be reduced by Veterans' Affairs then:</p>

Operational Process	
	<ul style="list-style-type: none"> • A letter and / or email is sent to the client at the address on file for the individual advising that information received from MSD has been used to recalculate their entitlements resulting in a reduction and they have ten working days to make contact if they feel this is incorrect. They are advised if no contact is made in ten working days, then the reduction will occur with effect from the date MSD advised the information. They are advised that any costs related to entitlements provided since that date will be recovered through the debt recovery process. • If the individual contacts Veterans' Affairs to contest the accuracy of the information this will be handled through the existing disputes process. <p>If no communication is received in ten working days, then the entitlements will be decreased effective of the day MSD advised of the information</p>
Outline as to how adverse actions are communicated	A letter and / or email will be sent advising the individual they have ten working days to dispute the correctness of the information received. No action will be taken until the ten working days has lapsed.
Outline as to how corrections to information are communicated	Corrections will not be communicated on an ongoing basis.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail.				
Frequency and timeliness of information exchange	The information will be provided as requested by Veterans' Affairs on a per individual request basis.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 				
Details of known issues regarding timeliness,	None.				

Information Exchanges									
integrity and completeness of information provided by Veterans' Affairs									
Information to be provided by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> <tr> <td>Working Status</td> <td> <ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. </td> </tr> <tr> <td>Benefit or Subsidy Information</td> <td> <ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 	Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 	Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant.
Information Set (as per AISA)	Field Details								
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 								
Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 								
Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. 								
Details of known issues regarding timeliness, integrity and completeness of information provided by MSD	None.								
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> <tr> <td>Working Status</td> <td> <ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. </td> </tr> <tr> <td>Benefit or Subsidy Information</td> <td> <ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 	Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 	Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant.
Information Set (as per AISA)	Field Details								
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 								
Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 								
Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. 								

Information Exchanges					
Retention period of information by Veterans' Affairs	<p>The emails sent and received from MSD will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The information provided will also be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.</p>				
Information to be retained by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 				
Retention period of information by MSD	<p>The emails sent and received from Veterans' Affairs will be retained in accordance with MSD's obligations under the Public Records Act 2005, for a minimum period of 7 years, or retained in accordance with MSD's DA694 when updated to cover this type of record.</p>				

System	
Providing system	New Zealand Defence Force SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	New Zealand Defence Force SEEMAIL – 11/02/2022
Receiving system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	MSD SEEMAIL – 12/06/2024
Intermediary system	Exchange Online
Date Certification and Accreditation (C&A) issued to intermediary system	14/07/2022

Logging	
Details of items logged by Veterans' Affairs	A record of each request made to MSD in the previous year will be recorded in a spreadsheet.



Logging	
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by MSD	Not applicable.
Details of automated alerting by MSD	Not applicable.
Team responsible for management of alerts at MSD	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do spot audits on an annual basis to ensure only records required were requested from MSD.
Details of regular first line audit activities by MSD including scope and frequency	No audit activities will occur.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by MSD including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by MSD for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared

Reporting	
	<ul style="list-style-type: none">▪ Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including:<ul style="list-style-type: none">○ % of total requests audited○ % of audited requests where an issue was raised▪ Details of any difficulties experienced and how they are being, or have been, overcome.

Appendix C – MSD Eligibility and Entitlement

Acceptance	
Date of consultation with OPC	25/08/2025
Date of commencement	1/03/2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	13/2/2026
Accepted by MSD	
Date accepted by MSD	19/02/2026

Overview	
Brief description of the purpose of the sharing	<p>A number of eligibility and entitlements for benefits and subsidies provided by MSD depend on services being provided by Veterans' Affairs.</p> <p>There is a requirement to share information to determine that a veteran or other claimant is not claiming double entitlements from both agencies.</p> <p>Furthermore, some of the entitlements paid by MSD are impacted by the type of benefits received from Veterans' Affairs e.g. job seekers allowance.</p> <p>To ensure that veterans and other claimants are receiving the correct entitlements from MSD it is therefore beneficial to understand what entitlements they receive from Veterans' Affairs to ensure the veteran or other claimant is not under or overpaid, resulting in a debt to MSD.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	Not applicable.
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	The personal information received by MSD from Veterans' Affairs may be used to assess or reassess the eligibility and entitlement of a Veteran or Another Claimant for Benefits or Subsidies.
Expected benefits as a result of the sharing	It is expected the information sharing will enable veterans and other claimants to more accurately receive their full benefits and subsidies from MSD and not incur any debt.

Overview	
	In addition, the sharing will enable the identification of fraudulent claims that result in two agencies paying for the same benefit or subsidy.
Expected adverse action	As a result of the sharing, it is expected that veterans or other claimants may have their benefits and/or subsidies cancelled, suspended, modified or declined based on the level of services being provided by Veterans' Affairs.
Link to relevant privacy statement(s)	Our privacy notice - Work and Income How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>The eligibility and entitlements being provided will be checked for every person who receives a Veteran's Pension at the time of MSD commencing payment of the Veteran's Pension. MSD will use the information received as Veterans' Affairs' agent about entitlement to the Veteran's pension. Therefore, no additional information exchange is required.</p> <p>Other eligibility and entitlement may be checked at the time of application for a specific entitlement. In the event that MSD wish to confirm the level of entitlements provided by Veterans' Affairs, MSD will request this information from Veterans' Affairs using SEEMail.</p> <p>On receipt of the information requested, MSD will then update the Veteran or Other Claimant's record with the provided information. As a result of the information received, MSD will then assess or reassess eligibility and entitlement of the Veteran or Other Claimant's for Benefits or Subsidies.</p> <p><u>Reductions</u></p> <p>In the event that benefits or subsidies will be cancelled, suspended, modified or declined by MSD then:</p>

Operational Process	
	<ul style="list-style-type: none"> A letter and / or email is sent to the client at the address on file for the individual advising that information received from Veterans' Affairs has been used to recalculate their benefits and subsidies resulting in a cancellation, suspension, modification or decline and they have ten working days to make contact if they feel this is incorrect. They are advised if no contact is made in ten working days, then the change will occur with effect from the date Veterans' Affairs advised the information. They are advised that any costs related to benefits or subsidies provided since that date will be recovered through the debt recovery process. If the individual contacts MSD to contest the accuracy of the information this will be handled through the existing disputes process. <p>If no communication is received in ten working days, then the benefits and subsidies will be changed effective of the day Veterans' Affairs advised of the information.</p>
Outline as to how adverse actions are communicated	A letter and / or email will be sent advising the individual they have ten working days to dispute the correctness of the information received. No action will be taken until the ten working days has lapsed.
Outline as to how corrections to information are communicated	Corrections will not be communicated on an ongoing basis.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges							
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail and / or phone contact.						
Frequency and timeliness of information exchange	The information will be requested by MSD on a per individual request basis.						
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> <tr> <td>Veteran Status</td> <td> <ul style="list-style-type: none"> Fact of being a Veteran </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 	Veteran Status	<ul style="list-style-type: none"> Fact of being a Veteran
Information Set (as per AISA)	Field Details						
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 						
Veteran Status	<ul style="list-style-type: none"> Fact of being a Veteran 						

Information Exchanges						
	Entitlement Information	<ul style="list-style-type: none"> Details relating to the current Services provided by Veterans' Affairs to a Veteran or Other Claimant, including the type of assistance and financial value. 				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None.					
Information to be provided by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> </tbody> </table>		Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN
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Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 					
Details of known issues regarding timeliness, integrity and completeness of information provided by MSD	None.					
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> </tbody> </table>		Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN
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Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 					
Retention period of information by Veterans' Affairs	The emails sent and received from MSD will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.					
Information to be retained by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> </tbody> </table>		Information Set (as per AISA)	Field Details		
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Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 						
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Entitlement Information	<ul style="list-style-type: none"> • Details relating to the current Services provided by Veterans' Affairs to a Veteran or Other Claimant, including the type of assistance and financial value. 						
Retention period of information by MSD	<p>The emails sent and received from Veterans' Affairs will be retained in accordance with MSD's obligations under the Public Records Act 2005, for a minimum period of 7 years, or retained in accordance with MSD's DA694 when updated to cover this type of record.</p> <p>The information provided will also be recorded in MSD's client records and held in accordance with retention schedule DA694 class 1.1.1 for a period of 7 or 75 years.</p>						

System	
Providing system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	MSD SEEMAIL – 12/06/2024
Receiving system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	MSD SEEMAIL – 12/06/2024
Intermediary system	Exchange Online
Date Certification and Accreditation (C&A) issued to intermediary system	14/07/2022

Logging	
Details of items logged by Veterans' Affairs	No logging will occur.
Details of automated alerting by Veterans' Affairs	Not applicable.

Logging	
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by MSD	No further logging will occur outside of BAU Microsoft Outlook logging practices.
Details of automated alerting by MSD	Not applicable.
Team responsible for management of alerts at MSD	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	No audit activities will occur.
Details of regular first line audit activities by MSD including scope and frequency	MSD will complete regular first line audit activities to assure that personal information is being shared correctly under the AISA and that no Adverse Action is taken against an individual until 10 Working Days after written notice has been provided to that individual.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by MSD including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by MSD for inclusion in the annual report	<ul style="list-style-type: none"> • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared • Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including: <ul style="list-style-type: none"> ○ % of total requests audited ○ % of audited requests where an issue was raised

Reporting	
	<ul style="list-style-type: none"> • Details of any difficulties experienced and how they are being, or have been, overcome.
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Veterans' Affairs AISA

Operating Procedures
Department of Corrections

4 February 2026

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	Template development
0.2	15/02/2024	s. 9(2)(a)	First draft
0.3	11/03/2024	s. 9(2)(a)	Updated based on internal review
0.4	12/06/2024	s. 9(2)(a)	Changes after update from Corrections
0.5		s. 9(2)(a)	Changes after update from Corrections
0.6		s. 9(2)(a)	Changes after update from Corrections
0.7	10/12/2024	s. 9(2)(a)	Changes after update from Veterans' Affairs
0.8	11/12/2024	s. 9(2)(a)	Changes after update from Veterans' Affairs
0.9		s. 9(2)(a)	Changes after update from Veterans' Affairs
0.10	22/03/2025	s. 9(2)(a)	Update of appendix C
0.11	18/07/2025	s. 9(2)(a)	Updates as provided by Corrections
0.12	28/07/2025	s. 9(2)(a)	Updates on retention periods
0.13	14/08/2025	s. 9(2)(a)	Update after review by OPC
0.14	01/09/2025	s. 9(2)(a)	Add option for SharePoint upload
0.15	29/09/2025	s. 9(2)(a)	Addition of alerting and auditing
0.16	30/09/2025	s. 9(2)(a)	Update of OPC reporting requirements
0.17	22/10/2025	s. 9(2)(a)	Inclusion of SharePoint C&A date
0.18	04/12/2025	s. 9(2)(a)	Inclusion of Appendix A to enable testing. Other Appendices have been moved back a letter.
0.19	12/01/2026	s. 9(2)(a)	Update of Appendix A and changes to correct VA roles due to VA org. restructuring dec 25.
1.0	15/01/2026	s. 9(2)(a)	Removal of Appendix B onwards.
1.1	4/02/2026	s. 9(2)(a)	Update of start date as 02/2026/2026.
1.2		s. 9(2)(a)	

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1. Purpose

The purpose of this document is to provide additional information regarding the operational details for the information sharing between Veterans' Affairs and the Department of Corrections (Corrections) in relation to the supply of information about veterans and other claimants.

This information sharing is authorised by an Approved Information Sharing Agreement (AISA) under subpart 1 of Part 7 of the Privacy Act 2020.

2. Schedules

For each process that will utilise the provisions within the AISA a separate schedule will be developed. The Office of the Privacy Commissioner (OPC) will be consulted regarding the contents of the schedule prior to commencement of each new usage of the AISA.

Once a new schedule is finalised and signed by the Departmental Representatives it will be added to this document. At this time OPC will update the AISA reporting schedule to include the provisions of the new schedule and provide an updated version of the relevant reporting letter to the Chief Executive at Veterans' Affairs.

3. Reviewing the AISA

3.1. Review at request of a named party

In the event of a review of the AISA being required by a party in accordance with clause 16 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs ([s.9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)).

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they do not wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.



3.2. Review at request of the Office of the Privacy Commissioner

The Deputy Head of Veterans' Affairs is responsible for handling requests for review by the Office of the Privacy Commissioner (OPC), be it ad hoc or in accordance with an agreed reporting schedule. All requests from OPC should be directed to the Deputy Head of Veterans' Affairs.

In the event of a party receiving a request from OPC this request must be directed to the Deputy Head of Veterans' Affairs and OPC advised that Veterans' Affairs is the lead agency.

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they don't wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

4. Amending the AISA

4.1. Minor amendments

In the event of a minor amendment being identified by a party in accordance with clause 17 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any minor amendments to the AISA in accordance with section 157(5) of the Privacy Act and clause 17 of the AISA will be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment.

Communication regarding any required minor amendments will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently. The Deputy Head of Veterans' Affairs will consult with OPC regarding the extent of the changes before confirming the process to be followed.

Upon the new version of the AISA being agreed by all the parties the Deputy Head of Veterans' Affairs will:

- Arrange signature by all the parties.
- Provide a new signed copy to all parties



- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at the Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

Corrections will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.2. Major amendments

In the event of a major amendment being identified by a named party in accordance with clause 18 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any major amendments to the AISA should be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment of the AISA and the related Order in Council with all parties. This will include liaising with all parties, returning to Cabinet and consulting with the Office of the Privacy Commissioner regarding the proposed changes in accordance with section 157 of the Privacy Act. Cabinet may require public consultation to be completed if the proposed amendments are significant.

Communication regarding any required major amendments will be provided by the Deputy Head of Veterans' Affairs to all party representatives as detailed in clause 20 of the AISA, or as subsequently updated.

Upon the new version of the AISA coming into force through the gazetting of the updated Order in Council the Deputy Head of Veterans' Affairs will:

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

Corrections will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.3. Change of representatives

In the event of a change of Corrections representatives this must be advised in writing to the Deputy Head of Veterans' Affairs of the change. The Deputy Head of Veterans' Affairs will also advise OPC of the change as soon as possible.

In the event of a change of the Veterans' Affairs representatives the Deputy Head of Veterans' Affairs will advise all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.



5. Suspending or terminating the AISA

In the event of Corrections wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Deputy Head of Veterans' Affairs with a minimum of a calendar month notice unless exceptional circumstances apply, in which case as much notice as possible must be provided.

In the event of Veterans' Affairs wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to Corrections with as much notice as possible provided.

6. Disputes

In the event of a dispute relating to the interpretation of application of the AISA being identified in accordance with clause 15 of the AISA, this should be directed to the Deputy Head of Veterans' Affairs.

In the event of a dispute relating to the interpretation or application of the AISA being identified by Veterans' Affairs in accordance with clause 15 of the AISA, this should be directed to the impacted party representatives.

7. Fees

Fees may be charged by Veterans' Affairs or Corrections to cover the costs of information sharing. Fees, where applicable and as agreed, are detailed in each schedule.

Invoices will be created monthly in arrears for the sharing of information. Invoices must be paid by the 20th of the subsequent month.

8. Accuracy

In the event of Corrections identifying a potential issue with the accuracy of information provided by Veterans' Affairs under the AISA they should contact the Deputy Head of Veterans' Affairs, who will investigate the issue and will advise of the outcome.

In the event of Veterans' Affairs identifying a potential issue with the accuracy of information provided by Corrections under the AISA they should contact the (Corrections Operations Support Help Desk (s. 9(2)(k) [REDACTED]@corrections.govt.nz), who will investigate the issue and will advise of the outcome.



9. Breach

9.1. Applicable information

Breach notifications only apply to raw information obtained under the AISA. If a party updates their information based on personal information received, this updated information is not covered by the breach provisions set out below. In such cases the normal breach handling procedures of the receiving organisation should be followed.

9.2. Security breach – Corrections identified

In the event of Corrections identifying a potential or actual security breach relating to information shared under the AISA, then the standard Corrections Security Breach process will be followed.

Upon confirmation of a security breach, Corrections must also immediately notify New Zealand Defence Force's Chief Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz), the HQNZDF Unit Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) as soon as possible.

Corrections must not notify any other party, without consulting with Veterans' Affairs if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.3. Security breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual security breach relating to information shared under the AISA, then the standard Veterans' Affairs Security Breach process will be followed.

Upon confirmation of a security breach, Veterans' Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz), the HQNZDF Unit Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with Corrections, if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.4. Privacy breach – Corrections identified

In the event of Corrections identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Corrections Privacy Breach process will be followed.



Upon confirmation of a privacy breach, Corrections must also immediately notify Veterans' Affairs (s. 9(2)(k) [redacted]@nzdf.mil.nz) and NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

Corrections will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Corrections.

9.5. Privacy breach – Veterans' Affairs identified

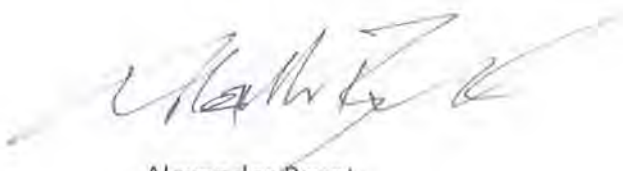
In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, Veterans' Affairs must also immediately notify the NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

Veterans' Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Veterans' Affairs.

10. Acceptance

In signing these Operating Procedures each party acknowledges it has read and agrees to be bound by them.



Alexander Brunt

Head of Veterans' Affairs New Zealand

Veterans' Affairs New Zealand

Dated: 5/2/2026



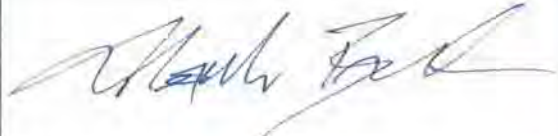

Jeremy Lightfoot

Chief Executive

Department of Corrections

Dated: 5/2/2026

Appendix A – Entitlement Cessation on Entry into Prison Testing

Acceptance	
Date of consultation with OPC	14 th January 2026
Date of commencement	2 nd March 2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	5/2/2026
Accepted by Corrections	
Date accepted by Corrections	5/2/2026

Overview	
Brief description of the purpose of the sharing	<p>Corrections are currently building a matching algorithm to identify when a client (veteran, spouse/partner, child or a dependant of a veteran) of Veterans' Affairs enters into prison. This algorithm is being developed for Appendix B of these Operational Procedures which enables a number of services to cease or not be able to be paid to the individual in prison, as required by legislation.</p> <p>To date testing has been completed with artificial data. However, testing to date has shown further testing with real data is required to ensure the best accuracy of the algorithm. This sharing allows for an initial share of the production data to enable this more rigorous testing to be completed.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from Corrections may be used to:</p> <ol style="list-style-type: none"> Assess or reassess the eligibility and entitlement of a veteran or other claimant for services. <p>However, in this schedule it is being used for testing to enable this purpose under Appendix B.</p>
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	<p>The personal information received by Corrections from Veterans' Affairs may be used to:</p>

Overview	
	<p>a) Support the rehabilitation and treatment of a veteran while in custody, on a post-release order or on a community-based sentence.</p> <p>However, in this schedule it is being used for testing to enable this purpose under Appendix B.</p>
Expected benefits as a result of the sharing	It is expected that the matching algorithm can be fully tested and enhanced to support the sharing under Appendix B.
Expected adverse action	None.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Our privacy and transparency commitment Department of Corrections</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p><u>Identifying Clients in Prison</u></p> <p>Veterans' Affairs will create one off file containing details of all their clients' receiving services or who have a current pending claim. This file will be provided to Corrections either via</p> <ul style="list-style-type: none"> • SEEMail, or its replacement; or • Upload to Corrections SharePoint. <p>An initial check of all existing prisoners will be completed on receipt of the first file. This check will not require the consent of the individual.</p> <p>In the event a match of the individual's name and date of birth, is made the Corrections Operations Support Help Desk s. 9(2)(k) @corrections.govt.nz will check the accuracy of the match. This information will then be used to determine changes to the algorithm.</p>
Outline as to how adverse actions are communicated	Not applicable.
Outline as to how corrections to information are communicated	No corrections will be communicated.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges	
Outline of the information exchange process, both primary and secondary	<p>The one off file containing details of all clients will be provided to Corrections either via</p> <ul style="list-style-type: none"> • SEEMail, or its replacement; or

Information Exchanges					
	<ul style="list-style-type: none"> • Upload to Corrections SharePoint. 				
Frequency and timeliness of information exchange	A one-off file will be exchanged to allow testing.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth 				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None				
Information to be provided by Corrections	None				
Details of known issues regarding timeliness, integrity and completeness of information provided by Corrections	None				
Information to be retained by Veterans' Affairs	None				
Retention period of information by Veterans' Affairs	None				
Information to be retained by Corrections	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth 				
Retention period of information by Corrections	The Veterans' Affairs client file will be retained until testing is completed. The destruction of the file is in accordance with GDA7, due to the file being a Facilitative, Transitory, Short-Term record.				

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System	
Providing system	Veteran Support System
Date Certification and Accreditation (C&A) issued to providing system	Veteran Support System – Circa 2016
Receiving system	Corrections Sharepoint Corrections Enterprise Data Warehouse.
Date Certification and Accreditation (C&A) issued to receiving system	Sharepoint– unknown
Intermediary system	Corrections SEEMAIL New Zealand Defence Force SEEMAIL Corrections SharePoint
Date Certification and Accreditation (C&A) issued to intermediary system	Corrections SEEMAIL – unknown New Zealand Defence Force SEEMAIL – 11/02/2022 Corrections SharePoint – March 2026

Logging	
Details of items logged by Veterans' Affairs	A record of the number of client details provided to Corrections will be recorded.
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by Corrections	Details of who accessed the file containing Veterans' Affairs client details and the time of access.
Details of automated alerting by Corrections	Alerting of: <ul style="list-style-type: none"> • Permission changes on the file • File sharing • Unusual external user file activity in the site.
Team responsible for management of alerts at Corrections	Data & Information.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	None

Audit	
Details of regular first line audit activities by Corrections including scope and frequency	None
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by Corrections including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by the Corrections for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Details of any difficulties experienced and how they are being, or have been, overcome.