



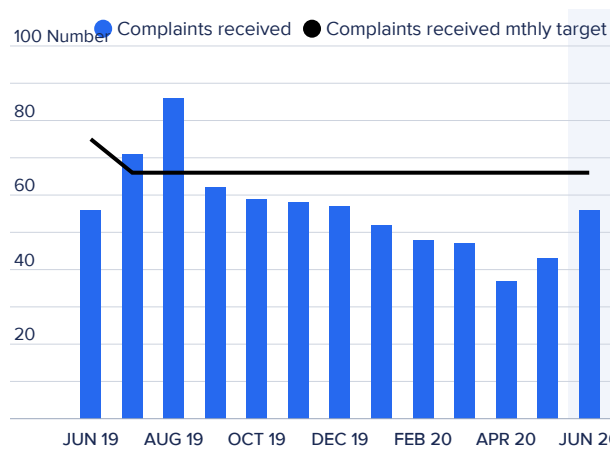
Privacy Commissioner  
Te Mana Mātāpono Matatapu  
New Zealand

# Office of the Privacy Commissioner

## KPI TREND REPORT - June 2020

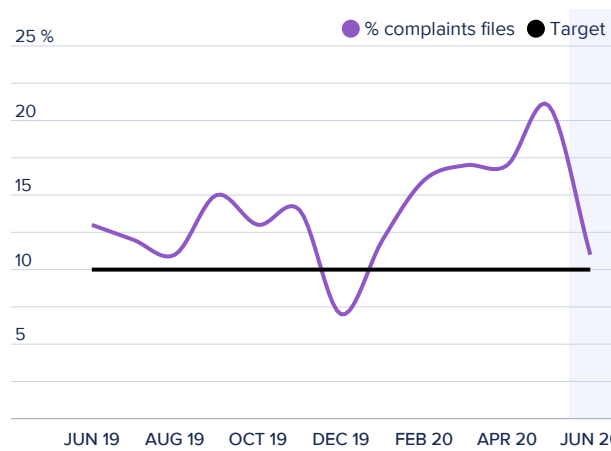
Prepared 15 July 2020

**Complaints received**



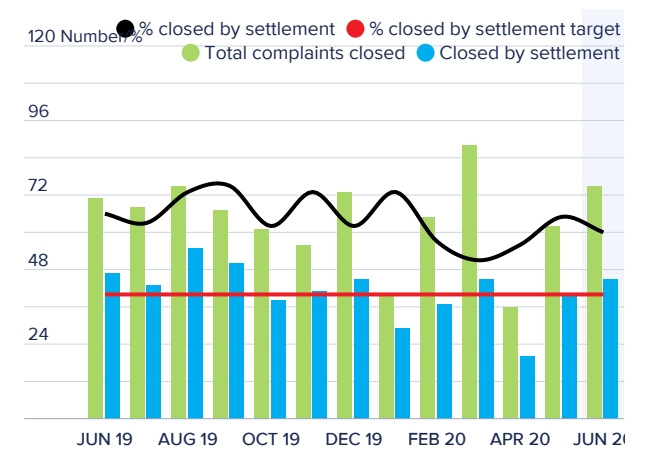
To show the trend in complaints received on a monthly basis across the year.

**% complaints greater than 6 mths old**



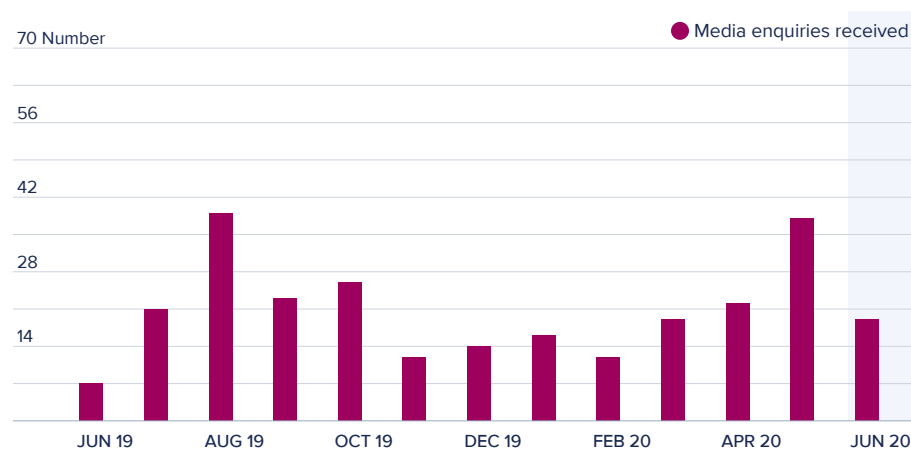
To show the % of complaints work in progress greater than 6 months old against target.

**Closure through settlement**



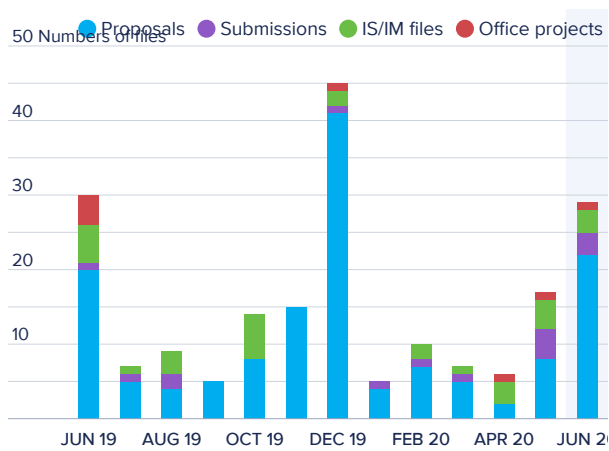
To show the number and % of files closed through settlement between the parties.

**Media Enquiries received**



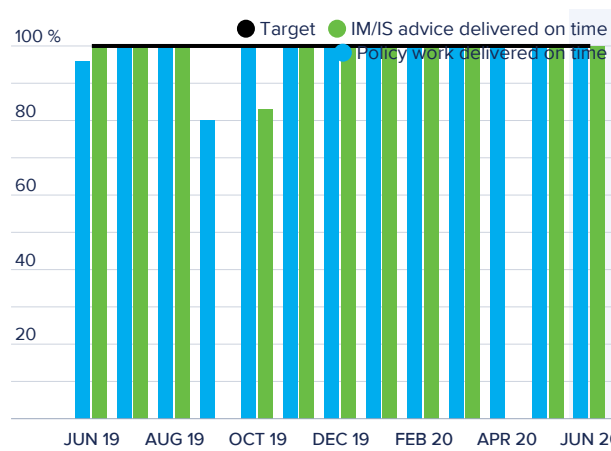
To show the number of media enquiries by month.

**Policy files closed by category**



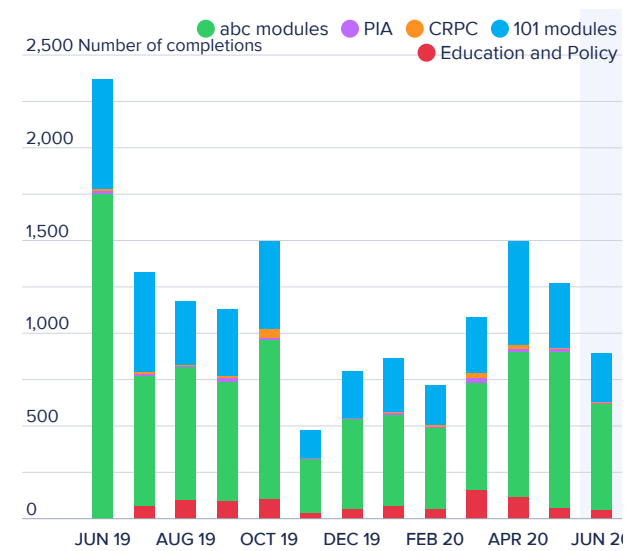
To show the number of policy files that have been completed during the month. The categorisation of these is as per the SPE.

**Policy files completed within timeframes**

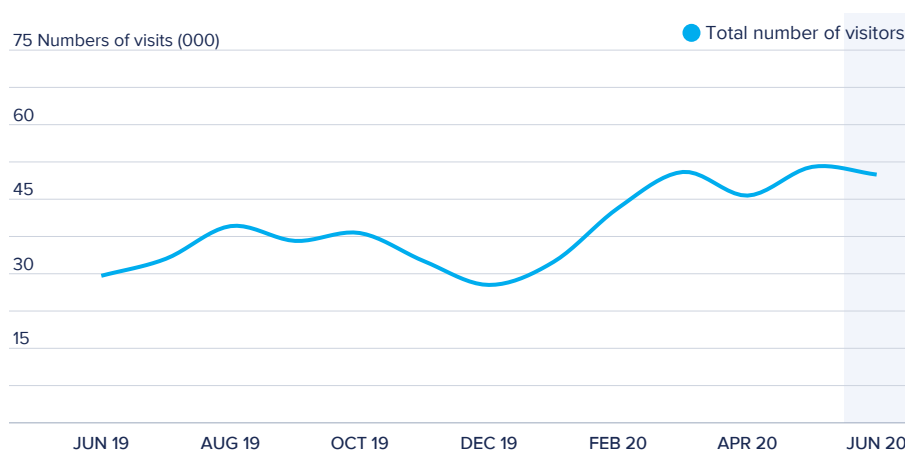


To highlight the timeliness of completion of the Office's policy work. The target (as set in the SPE) is 100%.

**On-line module completions**

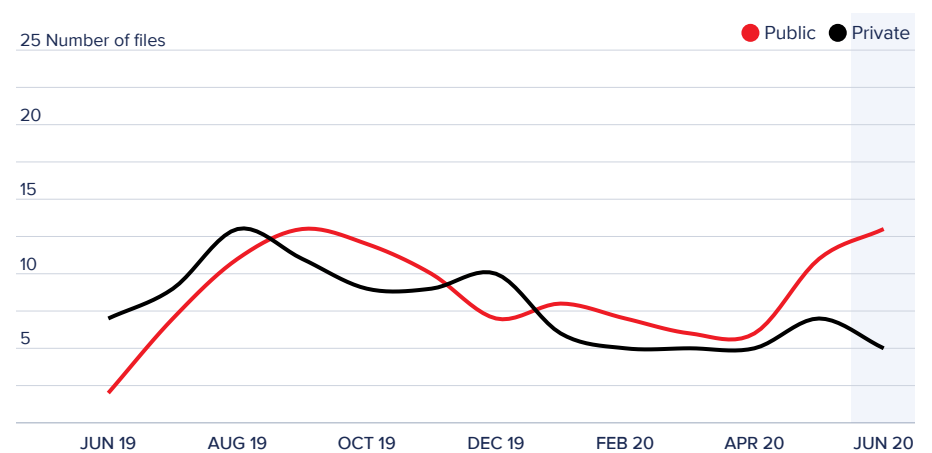


**Visits to the website**



To show the number of visitors to the website on a monthly basis over the past 12 months.

**Breach notifications**



This shows the trend in breach notifications relating to public and private entities.