

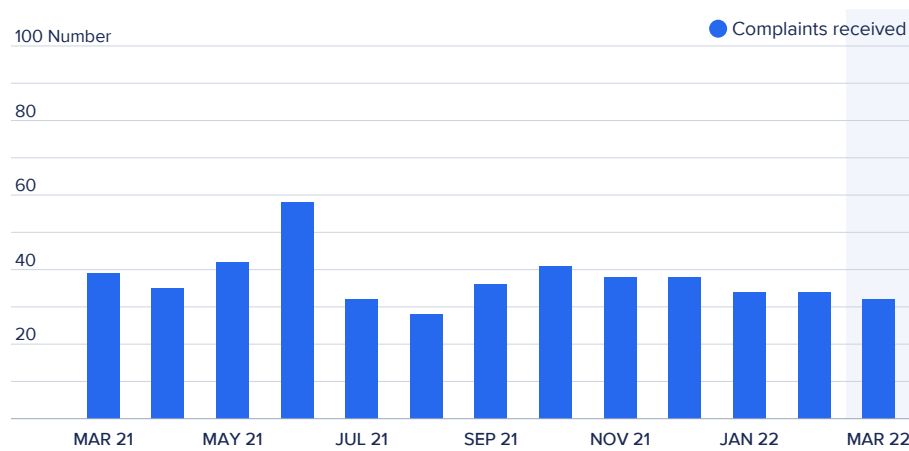


Office of the Privacy Commissioner

KPI TREND REPORT - Q3 - March 2022

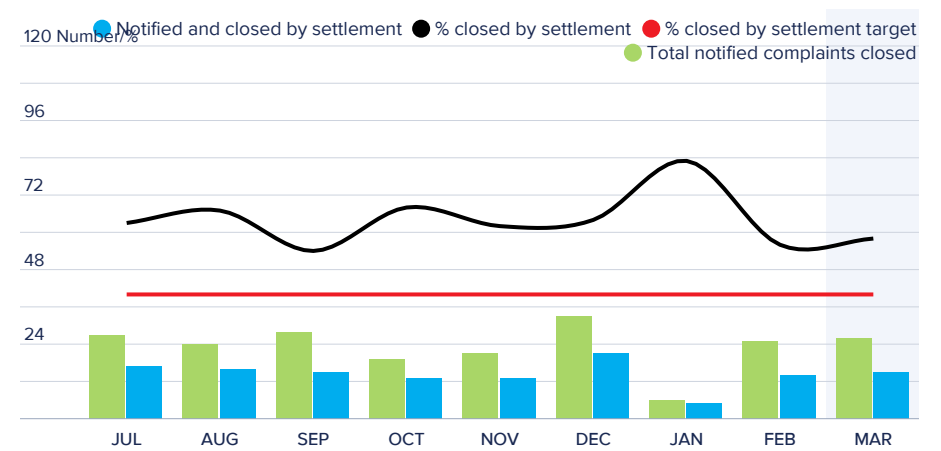
Prepared 27 April 2022

Complaints received



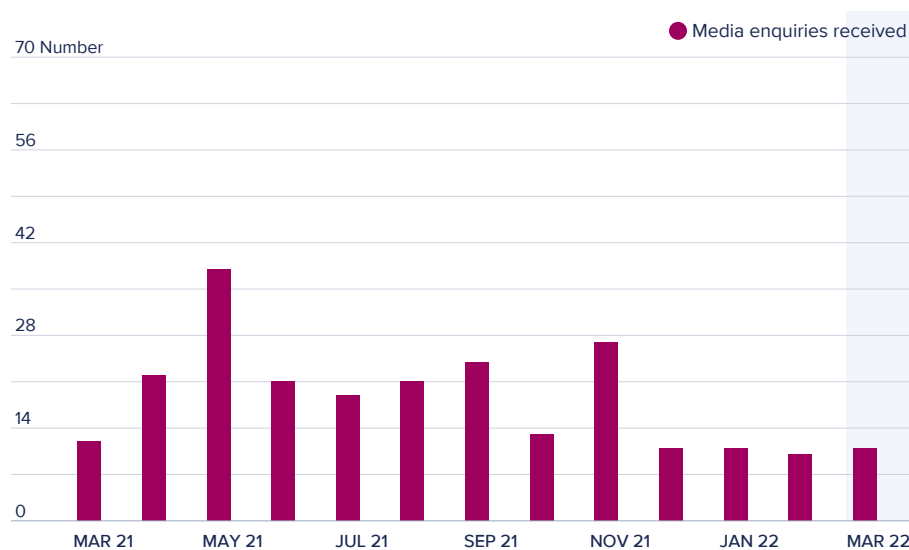
To show the trend in complaints received on a monthly basis across the year.

Closure by settlement for notified complaints (year to date)

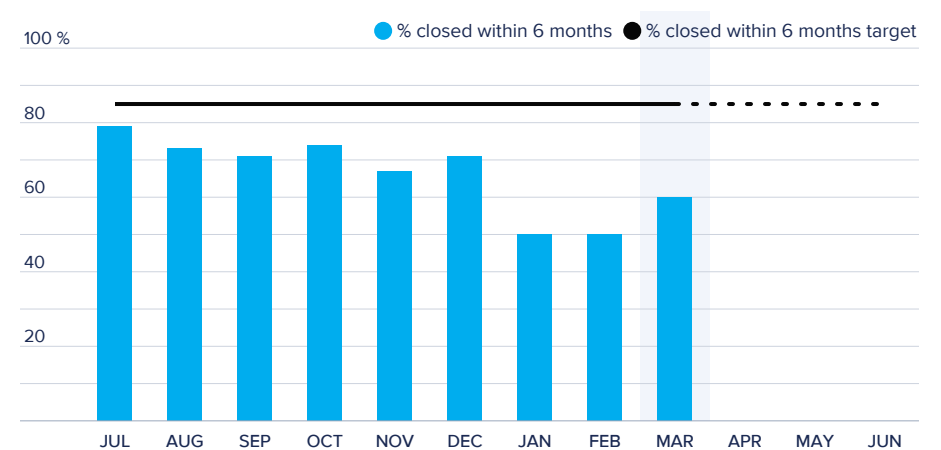


To show the number and % of notified complaints closed through settlement between the parties.

Media Enquiries received

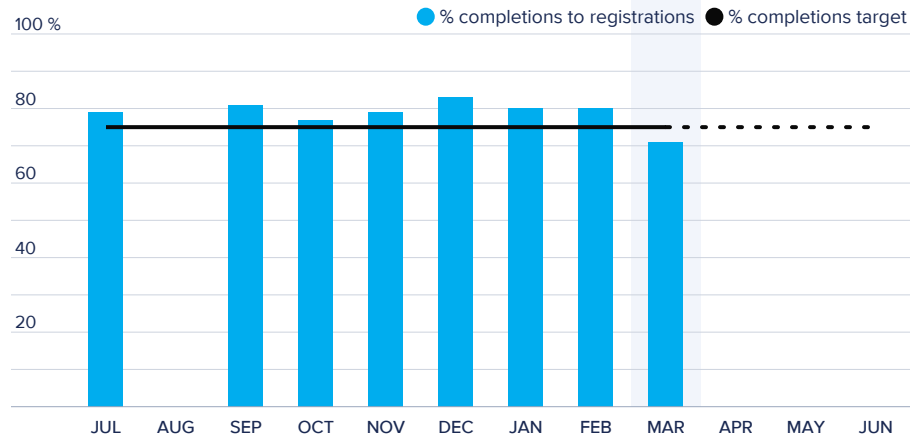


% of complaints closed less than 6 months old



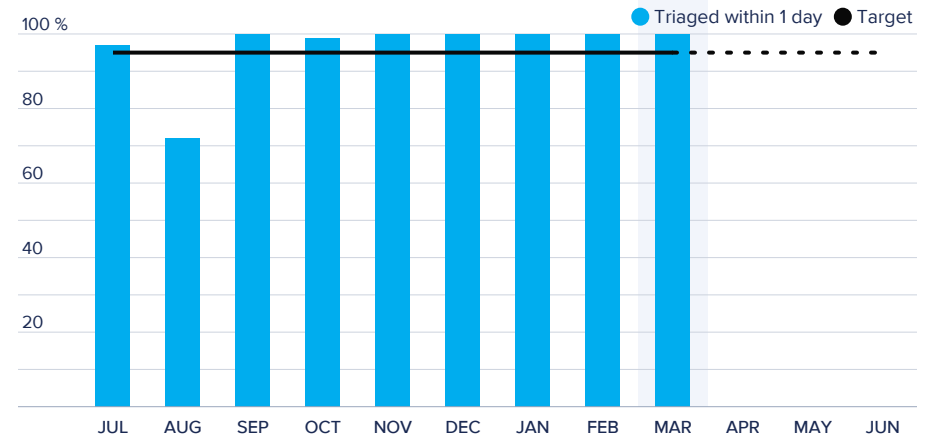
To show the % of complaints closed in the month that were less than 6 months old against the annual target of 85%.

Completions as a % of registrations



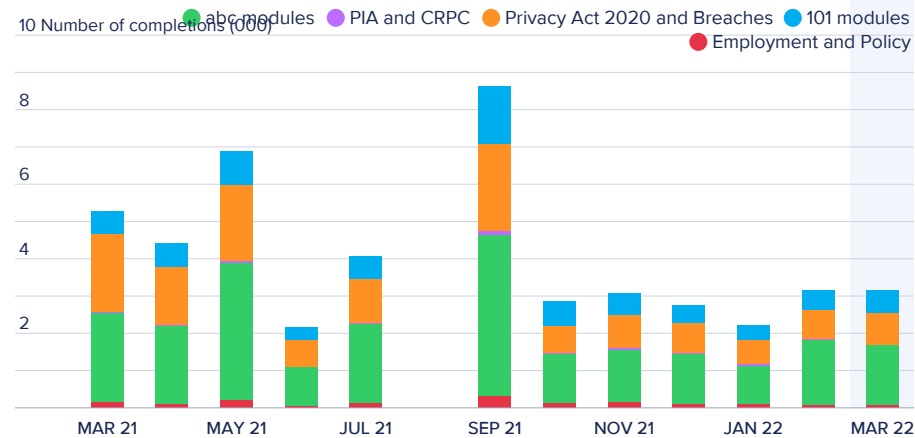
To show the monthly education module completions as a percentage of education module registrations in the month. This is shown against the annual SPE target of 75%.

Timeliness of breach triaging



To show the % of breach notifications that have been triaged with one day. This is reported against our SPE target of 95%.

On-line module completions



Number of monthly completions of e-learning modules.

Appendix B: Financials for period ending 31 March 2022

Statement of Comprehensive Income For the 9 Months to 31 March 2021

Prev. Year YTD Actual \$000		Mar 2022 YTD Actual \$000	Mar 22 YTD Budget \$000	YTD Var \$000	YTD Var %	Year-End Outlook \$000	Year-End SPE Forecast \$000
	Revenue						
4,850	Revenue from Crown	5,544	5,544	-	-	7,392	7,392
131	Other Income	375	162	213	131	405	191
1	Interest	2	2	-	-	3	2
4,982	Total revenue	5,921	5,708	213	4	7,800	7,586
	Expenditure						
495	Marketing	44	108	(64)	(59)	120	184
-	Audit Fees	-	-	-	-	34	34
112	Depreciation	216	222	(6)	(3)	304	310
202	Rental	320	323	(3)	(1)	428	431
858	Operating	754	1,006	(252)	(25)	1,103	1,342
1,882	Staff Costs	3,771	3,928	(157)	(4)	4,946	5,226
3,549	Total expenditure	5,105	5,587	(482)	(9)	6,935	7,527
1,433	Net surplus / (deficit)	816	121	695	574	865	59

Statement of Financial Position As at 31 March 2022

	Mar 2022 Actual \$000	Mar 2022 Budget \$000	YTD Var \$000	Year-End Outlook \$000	Year-End SPE Forecast \$000
ASSETS					
Current Assets					
Cash & Cash Equivalent	4,201	1,048	3,153	2,054	1,057
Debtors and Other Receivables	25	30	(5)	75	35
Prepayments	79	100	(21)	100	100
Total Current Assets	4,305	1,178	3,127	2,229	1,192
Current Liabilities					
Creditors and other payables	2,257	160	2,097	180	160
Employee Entitlements	297	260	37	225	260
Total Current Liabilities	2,554	420	2,134	405	420
Working Capital	1,751	758	993	1,824	772
Non-Current Assets					
Property, Plant and Equipment	360	240	120	369	197
Intangible Assets	299	631	(332)	264	596
Capital Work in Progress	5	-	5	5	-
Total Non-Current Assets	664	871	(207)	638	793
Non-current Liabilities	18	19	(1)	16	17
Net Assets	2,397	1,610	787	2,446	1,548
Public Equity					
Opening Balance	1,581	1,489	92	1,581	1,489

	Mar 2022	Mar 2022	YTD	Year-End	Year-End
	Actual	Budget	Var	Outlook	SPE
	\$000	\$000	\$000	\$000	\$000
Accumulated Surplus	816	121	695	865	59
Total Public Equity	2,397	1,610	787	2,446	1,548

**Statement of Cash Flows
As at 31 March 2022**

	Mar 2022	Mar 2022	Year-End	Year-End
	Actual	Budget	Outlook	SPE
	\$000	\$000	\$000	\$000
Cash Flows from Operating Activities				
<i>Cash was Provided from:</i>				
Government Grant	7,392	5,544	7,392	7,392
Other Income	375	162	405	192
Interest	2	2	3	2
	7,769	5,708	7,800	7,586
<i>Cash was Applied to:</i>				
Payments to Suppliers	1,129	1,431	1,671	1,987
Payments to Employees	3,874	3,933	5,121	5,230
Payments of GST	(332)	(48)	(5)	(42)
	4,671	5,316	6,787	7,175
Net Cash Flow applied to Operating Activities	3,098	392	1,013	411
Cash Flows from Investment Activities				
Cash was applied to				
Purchase of Fixed Assets	170	320	232	330
Net Cash flows applied to Investing Activities	170	320	232	330
Cash was Provided from:				
Sale of Fixed Assets	1	-	1	-
Net Cash Flow from Investment Activities	(169)	(320)	(231)	(330)
Net Increase/(Decrease) in Cash Held	2,929	72	782	81
Cash brought forward	1,272	976	1,272	976
Closing cash carried forward	4,201	1,048	2,054	1,057
Cash made up of:				
Cash on hand	-	-	-	-
National Bank - Cheque	2,374	248	1,054	257
National Bank - Deposit	1,827	800	1,000	800
	4,201	1,048	2,054	1,057

Appendix C: Performance against Statements of Service Performance - Year to Date

Output 1 – Strategy and Insights

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
Number of cross office priorities focussed on globally identified privacy trends or systematic issues.	3	3
Number of published “insights” reports on trends that the office is seeing.	1 In December 2021, the Office published an Insights Report on Privacy Breach Reporting. Another Report is expected to be published before the end of the financial year.	2

Output 2 – Communication and Education

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
Education module completions as a percentage of education module registrations in the year.	79%	75%
Percentage uptake on media comments made by the Office.	47% Of the 146 media enquiries received in the period to 31 March, the Office provided substantive comment on 143. Of this 143, 67 were then included in reporting.	95%
Percentage of media enquiries that are responded to within 2 working days.	100% All of the 146 media enquiries were responded to within 2 working days.	100%
Respond to all enquiries within 2 working days.	94%	95%

Output 3 – Compliance and Enforcement

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
The percentage of data breach notifications received through NotifyUs that are triaged within 1 working day.	96%	95%
The percentage of externally reviewed compliance notices and Access Directions issued that meet quality review standards.	This will be reported on at year-end.	100%
The percentage of information matching files reviewed within the mandatory 5-year period as required under S184 of the Privacy Act.	N/A – no information matching provisions were due a 5-year review in the 9 months to 31 March.	100%

Output 4 – Advice and Advocacy

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
The percentage of externally reviewed policy and information sharing are rated as 3.5 out of 5 or better for quality.	Measured at year-end.	85%
The Commissioner actively contributes on advice, guidelines and directions by international institutions and guiding bodies, relating to the advancement of privacy rights.	<p>The Office of the Privacy Commissioner has continued to support the development of international advice, guidelines, and directions, over the past quarter.</p> <p>Our primary focus in this space has been supporting the Ministry of Justice and Ministry of Foreign Affairs in discussions with the European Union Commission on its review of New Zealand’s adequacy status with the EU’s General Data Protection Regulation (GDPR). New Zealand’s adequacy status with the EU/GDPR is a global indicator of the maturity of New Zealand’s privacy regime.</p>	Achieved

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
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Output 5 – Investigations and Dispute Resolution

Measure	Achieved As at 31 Mar	Expectation As at 31 Mar (as per SPE)
The percentage of notified complaints files closed by settlement between the parties.	62%	40%
The percentage of externally reviewed complaints investigations that are rated as 3.5 out of 5 or better for quality.	Measured at year end.	90%
The percentage of complaint files closed during the year that were less than 6 months old at closure.	68%	85%