

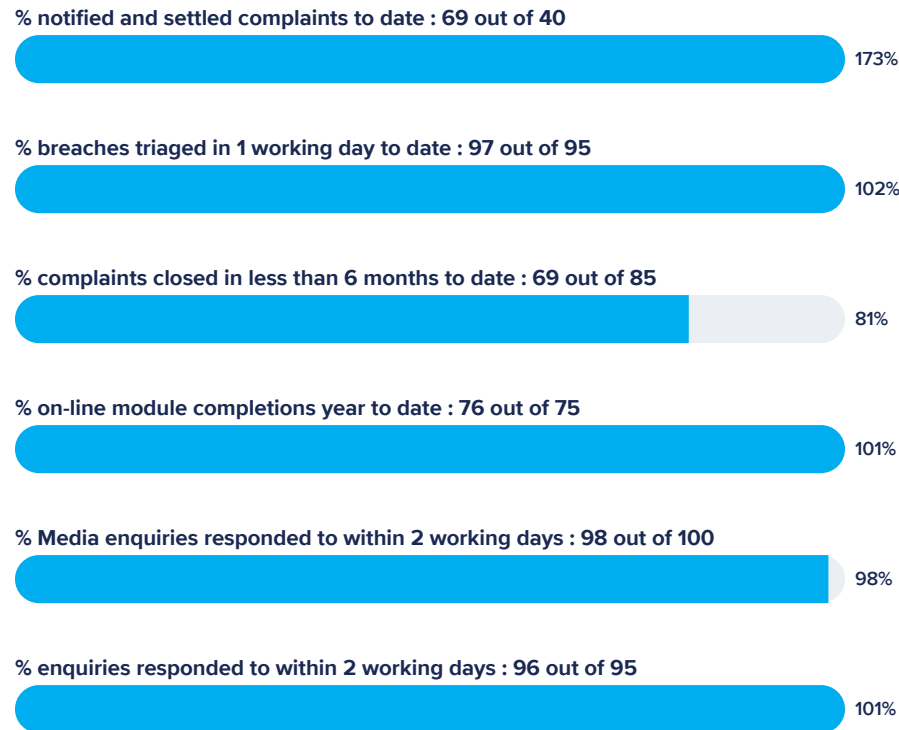


# Office of the Privacy Commissioner

## Q2 KPI TREND REPORT - December 2022

Prepared 9 January 2023

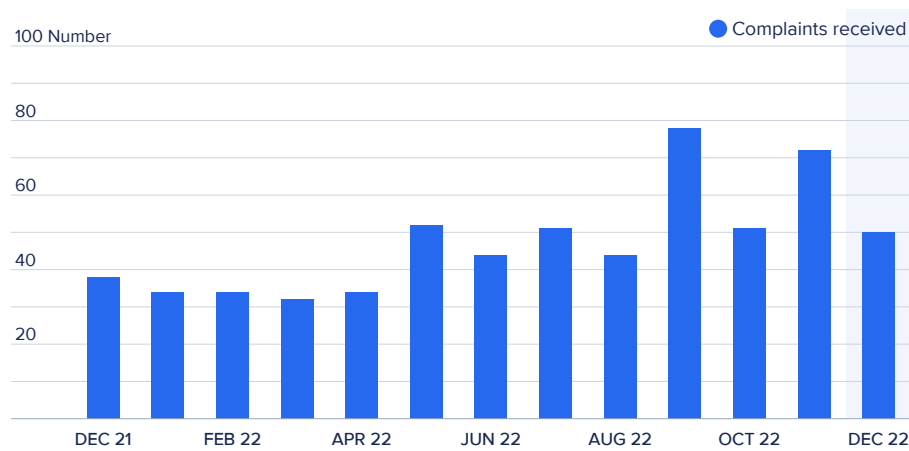
**SUMMARY OF PERFORMANCE FOR THE YEAR TO DATE FOR KEY TARGETS**



The % indicates how far ahead or behind the target we are and not the target for the year. Where the % is lower than 100%, the target has not been met for the year to date.

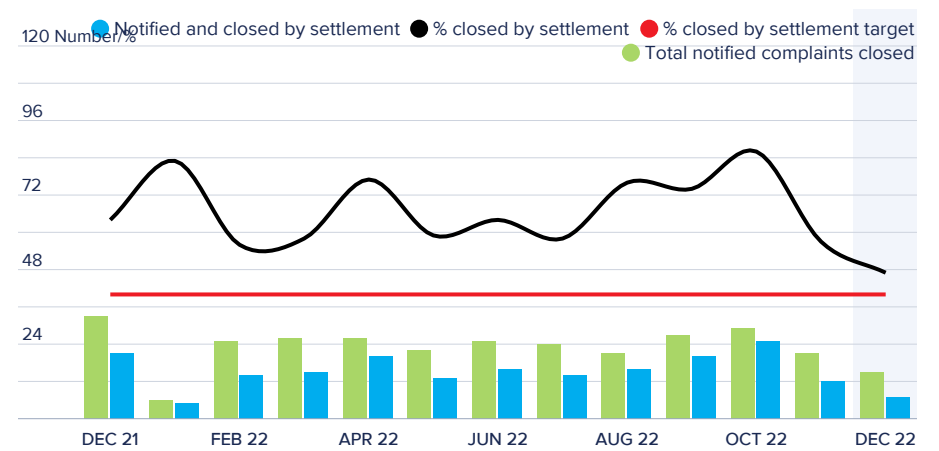
Actual vs Target		
	Actual	Target
% notified and settled compl	69	40
% breaches triaged in 1 worki	97	95
% complaints closed in less t	69	85
% on-line module completion	76	75
% Media enquiries responde	98	100
% enquiries responded to wit	96	95

**Complaints received**



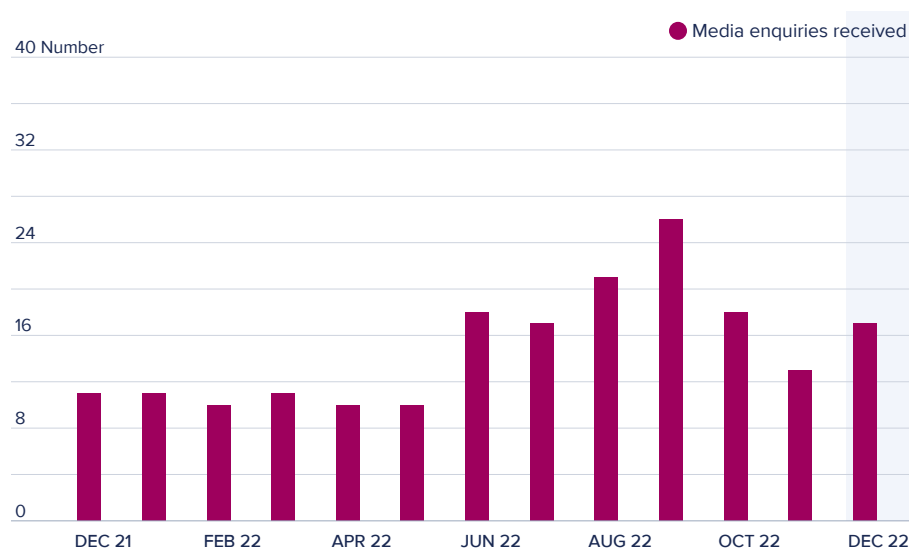
To show the trend in complaints received on a monthly basis across the year.

**Closure by settlement for notified complaints (year to date)**

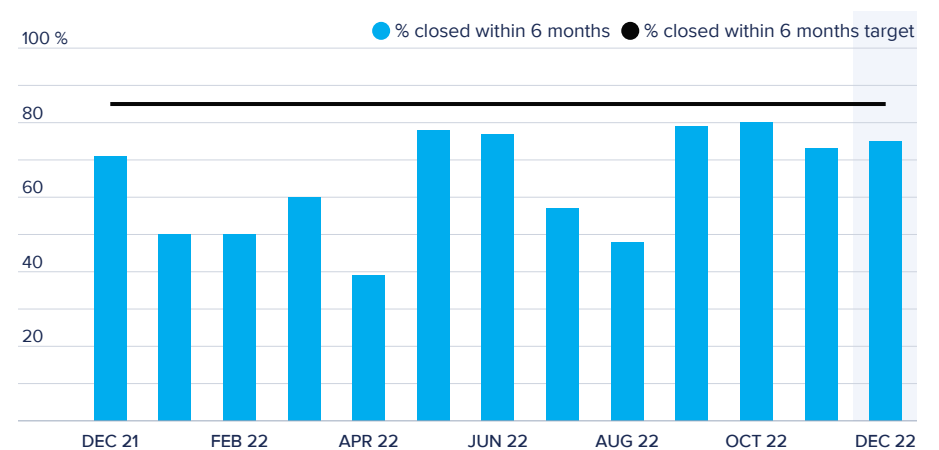


To show the number and % of notified complaints closed through settlement between the parties.

**Media Enquiries received**

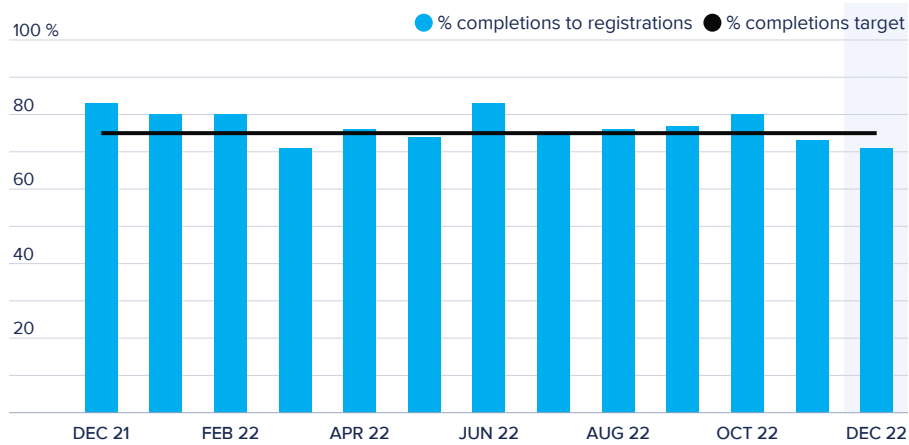


**% of complaints closed less than 6 months old**



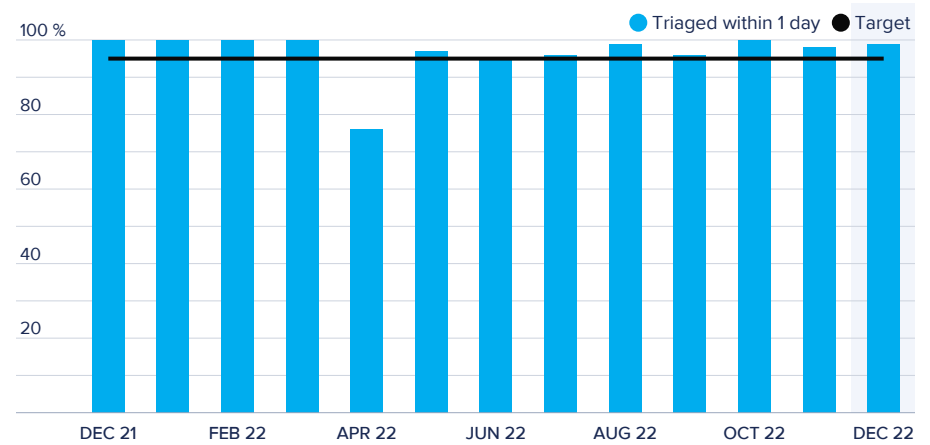
To show the % of complaints closed in the month that were less than 6 months old against the annual target of 85%.

**Completions as a % of registrations**



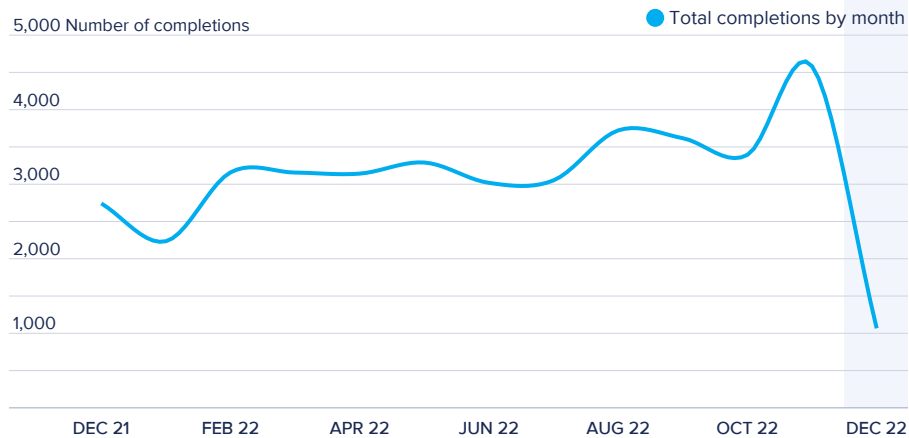
To show the monthly education module completions as a percentage of education module registrations in the month. This is shown against the annual SPE target of 75%. June 2022 data incomplete as noted previously.

**Timeliness of breach triaging**



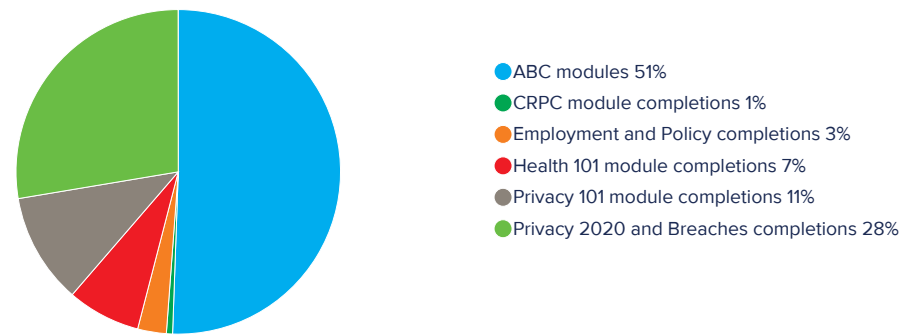
To show the % of breach notifications that have been triaged with one day. This is reported against our SPE target of 95%.

**TOTAL NUMBER OF E-LEARNING COMPLETIONS BY MONTH**



Note that the November 2022 figure looks higher as it also includes up to 15th December. This has also had the impact of making the Dec 22 figures look significantly smaller.

**E-learning completions in the year to date shows as a % by module**



## Appendix B: Financials for period ending 31 Dec 2022

### Statement of Comprehensive Income For the 3 Months to 31 December 2022

Prev. Year YTD Actual \$000		Dec 2022 YTD Actual \$000	Dec 22 YTD Budget \$000	YTD Var \$000	YTD Var %	Year-End Outlook \$000	Year-End SPE Forecast \$000
	<b>Revenue</b>						
3,696	Revenue from Crown	3,696	3,696	-	-	7,392	7,392
273	Other Income	58	103	(45)	(44)	116	161
1	Interest	26	1	25	2,500	44	2
<b>3,970</b>	<b>Total revenue</b>	<b>3,780</b>	<b>3,800</b>	<b>(20)</b>	<b>(1)</b>	<b>7,552</b>	<b>7,555</b>
	<b>Expenditure</b>						
22	Marketing	27	45	(18)	(40)	112	130
-	Audit Fees	14	-	14	100	49	35
143	Depreciation	141	143	(2)	(1)	293	312
213	Rental	215	217	(2)	(1)	433	436
508	Operating	587	616	(29)	(5)	1,280	1,208
2,556	Staff Costs	2,667	2,734	(67)	2	5,416	5,428
<b>3,442</b>	<b>Total expenditure</b>	<b>3,651</b>	<b>3,755</b>	<b>(104)</b>	<b>(3)</b>	<b>7,583</b>	<b>7,549</b>
<b>528</b>	<b>Net surplus / (deficit)</b>	<b>129</b>	<b>45</b>	<b>84</b>	<b>188</b>	<b>(31)</b>	<b>6</b>

### Statement of Financial Position As at 31 December 2022

	Dec 2022 Actual \$000	Dec 2022 Budget \$000	YTD Var \$000	Year-End Outlook \$000	Year-End SPE Forecast \$000
<b>ASSETS</b>					
<b>Current Assets</b>					
Cash & Cash Equivalent	4,514	1,940	2,574	2,304	2,048
Debtors and Other Receivables	42	22	20	50	29
Prepayments	61	70	(9)	109	100
<b>Total Current Assets</b>	<b>4,617</b>	<b>2,032</b>	<b>2,591</b>	<b>2,463</b>	<b>2,177</b>
<b>Current Liabilities</b>					
Creditors and other payables	2,263	105	2,158	180	150
Employee Entitlements	276	260	16	245	260
<b>Total Current Liabilities</b>	<b>2,539</b>	<b>365</b>	<b>2,165</b>	<b>425</b>	<b>410</b>
<b>Working Capital</b>	<b>2,078</b>	<b>1,667</b>	<b>411</b>	<b>2,038</b>	<b>1,767</b>
<b>Non-Current Assets</b>					
Property, Plant and Equipment	341	261	80	306	217
Intangible Assets	169	441	(272)	80	343
Capital Work in Progress	-	-	-	-	-
<b>Total Non-Current Assets</b>	<b>510</b>	<b>702</b>	<b>(192)</b>	<b>386</b>	<b>560</b>
<b>Non-current Liabilities</b>	<b>13</b>	<b>14</b>	<b>(1)</b>	<b>9</b>	<b>11</b>
<b>Net Assets</b>	<b>2,575</b>	<b>2,355</b>	<b>220</b>	<b>2,415</b>	<b>2,316</b>
<b>Public Equity</b>					
Opening Balance	2,446	2,310	136	2,446	2,310

	Dec 2022	Dec 2022	YTD	Year-End	Year-End
	Actual	Budget	Var	Outlook	SPE
	\$000	\$000	\$000	\$000	\$000
Accumulated Surplus	129	45	84	(31)	6
<b>Total Public Equity</b>	<b>2,575</b>	<b>2,355</b>	<b>220</b>	<b>2,415</b>	<b>2,316</b>

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

	Dec 2022	Dec 2022	Year-End	Year-End
	Actual	Budget	Outlook	SPE
	\$000	\$000	\$000	\$000
<b>Cash Flows from Operating Activities</b>				
<i>Cash was Provided from:</i>				
Government Grant	5,544	3,696	7,392	7,392
Other Income	62	108	120	166
Interest	26	1	44	2
	<b>5,632</b>	<b>3,805</b>	<b>7,556</b>	<b>7,560</b>
<i>Cash was Applied to:</i>				
Payments to Suppliers	758	875	1,798	1,794
Payments to Employees	2,641	2,721	5,421	5,415
Payments of GST	(290)	(53)	(3)	(46)
	<b>3,109</b>	<b>3,543</b>	<b>7,216</b>	<b>7,163</b>
<b>Net Cash Flow applied to Operating Activities</b>	<b>2,523</b>	<b>262</b>	<b>340</b>	<b>397</b>
<b>Cash Flows from Investment Activities</b>				
Cash was applied to				
Purchase of Fixed Assets	17	123	44	150
<b>Net Cash flows applied to Investing Activities</b>	<b>17</b>	<b>123</b>	<b>44</b>	<b>150</b>
Cash was Provided from:				
Sale of Fixed Assets	-	-	-	-
<b>Net Cash Flow from Investment Activities</b>	<b>(17)</b>	<b>(123)</b>	<b>(44)</b>	<b>(150)</b>
<b>Net Increase/(Decrease) in Cash Held</b>	<b>2,506</b>	<b>139</b>	<b>296</b>	<b>247</b>
<b>Cash brought forward</b>	<b>2,008</b>	<b>1,801</b>	<b>2,008</b>	<b>1,801</b>
<b>Closing cash carried forward</b>	<b>4,514</b>	<b>1,940</b>	<b>2,304</b>	<b>2,048</b>
<b>Cash made up of:</b>				
Cash on hand		-		-
National Bank - Cheque	2,352	940	1,304	1,048
National Bank - Deposit	2,162	1,000	1,000	1,000
	<b>4,514</b>	<b>1,940</b>	<b>2,304</b>	<b>2,048</b>

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

### *Output 1 – Strategy and Insights*

<b>Measure</b>	<b>Achieved As at 31 Dec</b>	<b>Expectation As at 31 Dec (as per SPE)</b>
Number of cross office priorities focussed on globally identified privacy trends or systematic issues.	4 The Office continued to be focussed on the Rental Sector, Biometrics, the IPCA joint inquiry and embedding Te Ao Maori perspectives.	4
Number of published “insights” reports on trends that the office is seeing.	1 During September 2022 an OPC Research Report into the Rental Sector was published in conjunction with Consumer NZ.	2

### *Output 2 – Communication and Education*

<b>Measure</b>	<b>Achieved As at 31 Dec</b>	<b>Expectation As at 31 Dec (as per SPE)</b>
Education module completions as a percentage of education module registrations in the year.	76%	75%
Percentage of media enquiries that are responded to within 2 working days.	98%	100%
Respond to all enquiries within 2 working days.	96%	95%

### *Output 3 – Compliance and Enforcement*

<b>Measure</b>	<b>Achieved As at 31 Dec</b>	<b>Expectation As at 31 Dec (as per SPE)</b>
The percentage of data breach notifications received through NotifyUs that are triaged within 1 working day.	97%	95%
The percentage of externally reviewed compliance notices and Access Directions issued that meet quality review standards.	To be measured at year-end.	100%

Measure	Achieved As at 31 Dec	Expectation As at 31 Dec (as per SPE)
The percentage of information matching files reviewed within the mandatory 5-year period as required under S184 of the Privacy Act.	<p>100%</p> <p>6 Information matching provisions were required to be reviewed in the quarter to September 2022. All were reviewed and reported on as required.</p> <p>No further reviews were due in the second quarter.</p>	100%

*Output 4 – Advice and Advocacy*

Measure	Achieved As at 31 Dec	Expectation As at 31 Dec (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, where it is in New Zealand's interest to do so.	<p>The Office of the Privacy Commissioner has remained connected to the international privacy community. We have contributed to various international meetings and processes. This included representation at the Global Privacy Assembly and the Asia Pacific Privacy Authorities Forum.</p> <p>We have continued our work 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).</p>	Achieved



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

Measure	Achieved As at 31 Dec	Expectation As at 31 Dec (as per SPE)
The percentage of notified complaints files closed by settlement between the parties.	69%	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.	69%	85%