

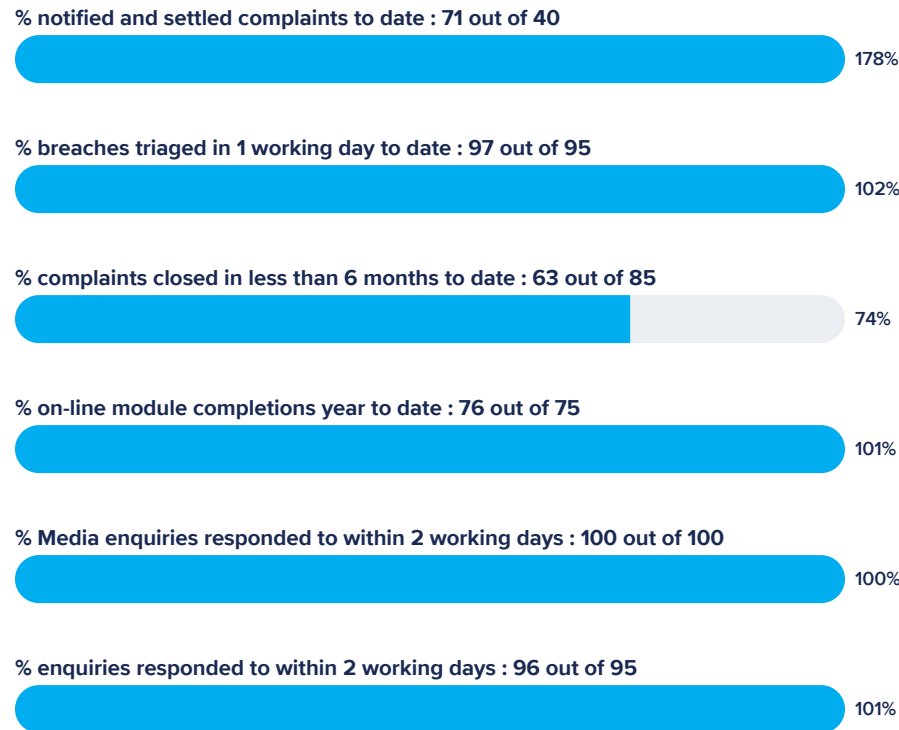


Office of the Privacy Commissioner

Q1 KPI TREND REPORT - September 2022

Prepared 11 October 2022

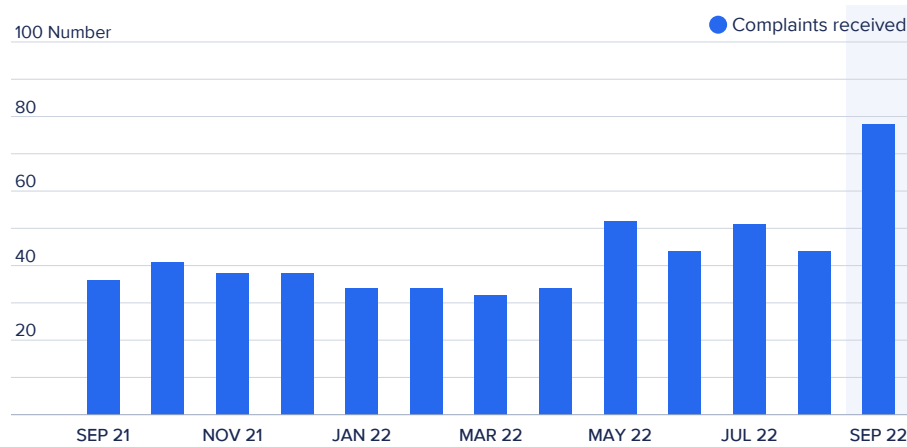
SUMMARY OF PERFORMANCE FOR THE YEAR TO DATE FOR KEY TARGETS



Actual vs Target		
	Actual	Target
% notified and settled compl	71	40
% breaches triaged in 1 worki	97	95
% complaints closed in less t	63	85
% on-line module completion	76	75
% Media enquiries responde	100	100
% enquiries responded to wit	96	95

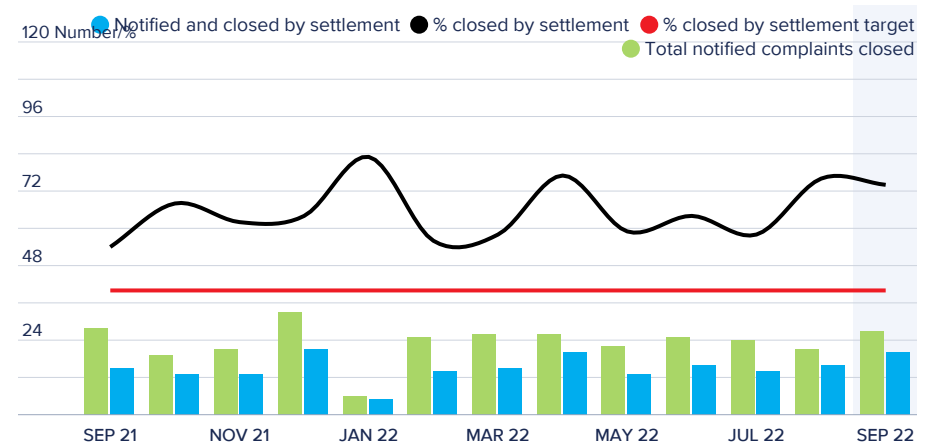
The % indicates how far ahead or behind the target we are and not the target for the year. Where the % is lower than 100%, the target has not been met for the year to date.

Complaints received



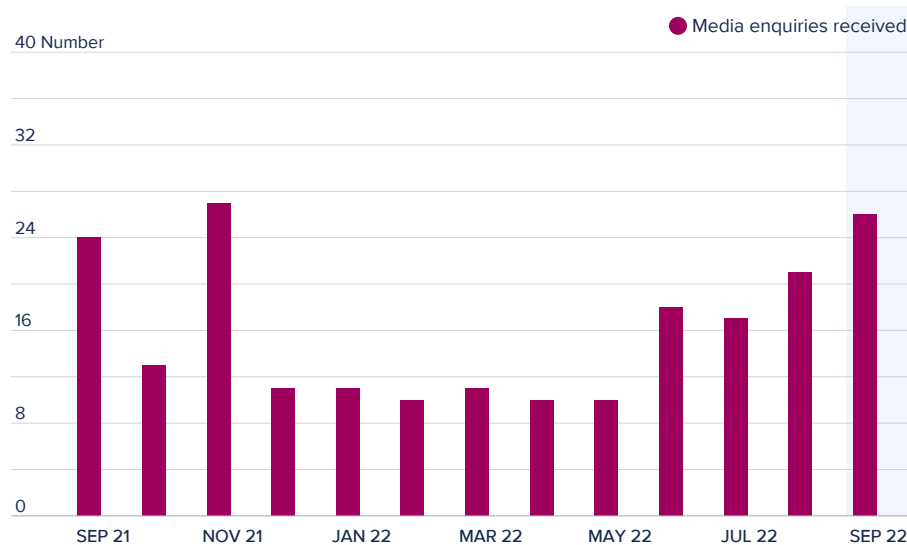
To show the trend in complaints received on a monthly basis across the year.

Closure by settlement for notified complaints (year to date)

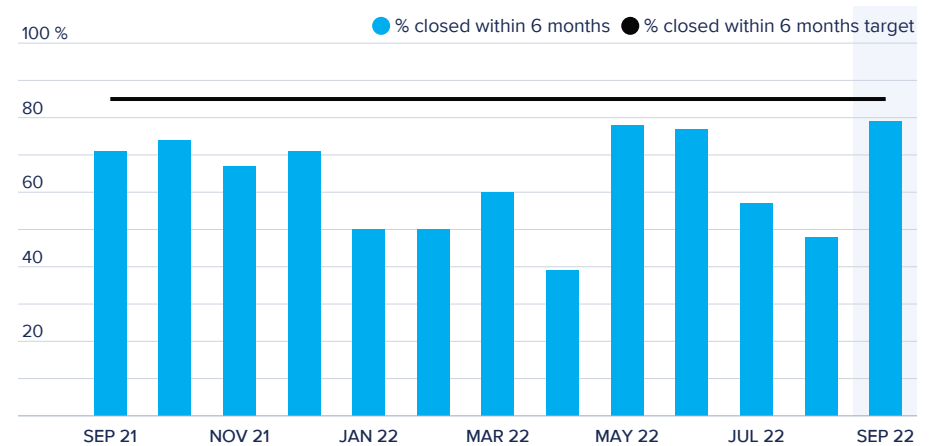


To show the number and % of notified complaints closed through settlement between the parties.

Media Enquiries received

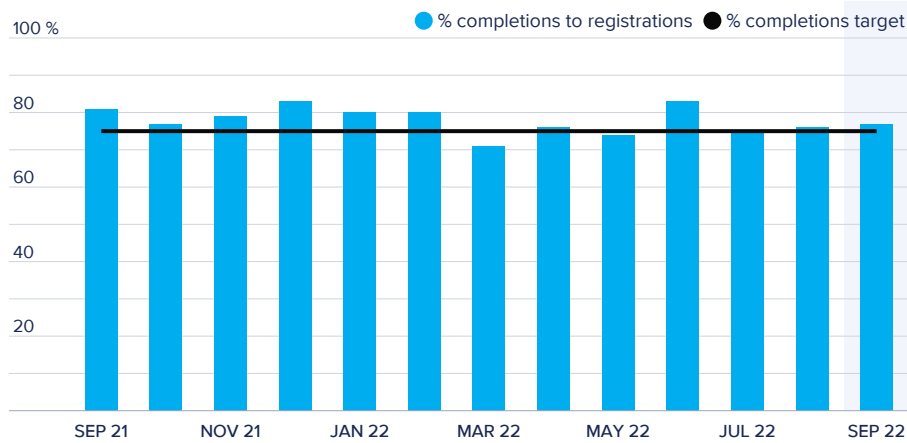


% of complaints closed less than 6 months old



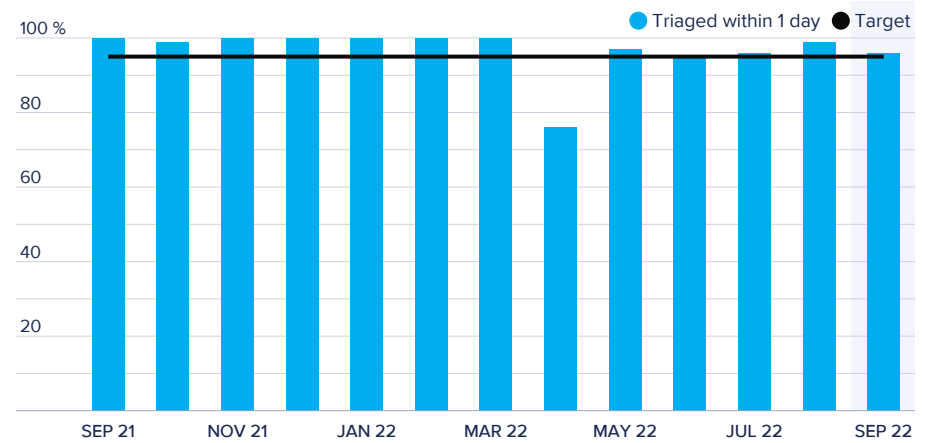
To show the % of complaints closed in the month that were less than 6 months old against the annual target of 85%.

Completions as a % of registrations



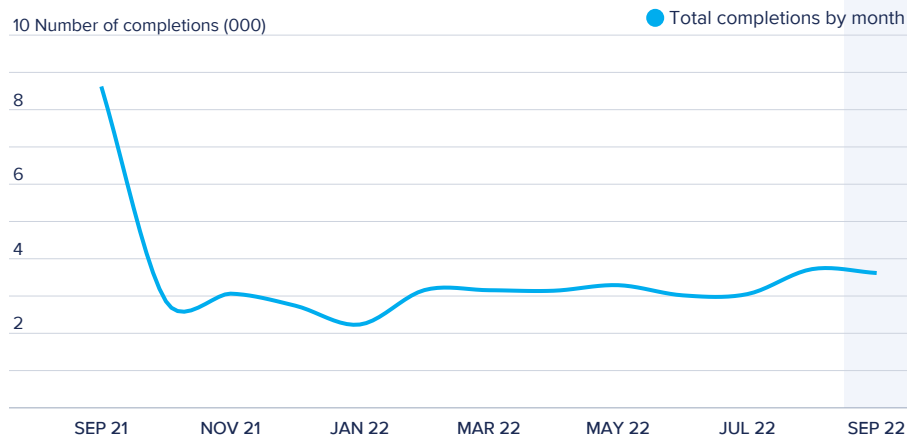
To show the monthly education module completions as a percentage of education module registrations in the month. This is shown against the annual SPE target of 75%. June 2022 data incomplete as noted previously.

Timeliness of breach triaging



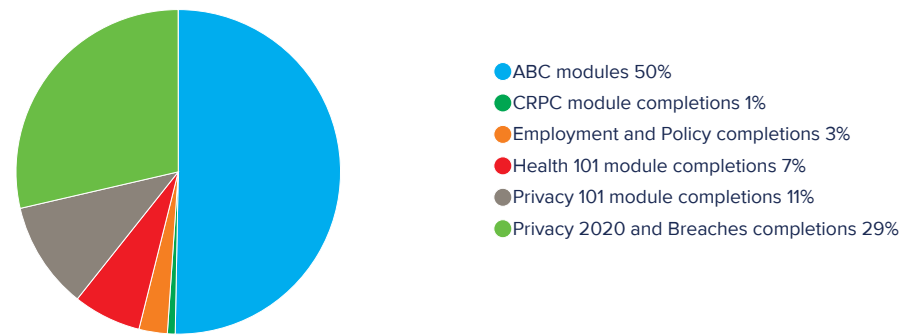
To show the % of breach notifications that have been triaged with one day. This is reported against our SPE target of 95%.

TOTAL NUMBER OF E-LEARNING COMPLETIONS BY MONTH



Note that the September 2021 figure was high as it also included the August 2021 figures.

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



Appendix B: Financials for period ending 30 Sept 2022

Statement of Comprehensive Income For the 3 Months to 30 September 2021

Prev. Year YTD Actual \$000		Sept 2022 YTD Actual \$000	Sept 22 YTD Budget \$000	YTD Var \$000	YTD Var %	Year-End Outlook \$000	Year-End SPE Forecast \$000
	Revenue						
3,696	Revenue from Crown	1,848	1,848	-	-	7,392	7,392
258	Other Income	58	103	(45)	(44)	116	161
-	Interest	10	1	9	900	37	2
3,954	Total revenue	1,916	1,952	(36)	(2)	7,545	7,555
	Expenditure						
10	Marketing	17	22	(5)	(23)	124	130
-	Audit Fees	-	-	-	-	35	35
72	Depreciation	73	74	(1)	(1)	287	312
106	Rental	107	108	(1)	(1)	435	436
287	Operating	253	313	(60)	(19)	1,336	1,208
1,231	Staff Costs	1,356	1,385	(29)	(2)	5,661	5,428
1,706	Total expenditure	1,806	1,902	(96)	(5)	7,878	7,549
2,248	Net surplus / (deficit)	110	50	60	120	(333)	6

Statement of Financial Position As at 30 September 2022

	Sept 2022 Actual \$000	Sept 2022 Budget \$000	YTD Var \$000	Year-End Outlook \$000	Year-End SPE Forecast \$000
ASSETS					
Current Assets					
Cash & Cash Equivalent	2,341	1,991	350	1,987	2,048
Debtors and Other Receivables	25	23	2	45	29
Prepayments	106	90	16	100	100
Total Current Assets	2,472	2,104	368	2,132	2,177
Current Liabilities					
Creditors and other payables	123	130	(7)	142	150
Employee Entitlements	357	260	97	269	260
Total Current Liabilities	480	390	90	411	410
Working Capital	1,992	1,714	278	1,721	1,767
Non-Current Assets					
Property, Plant and Equipment	368	279	89	318	217
Intangible Assets	210	383	(173)	83	343
Capital Work in Progress	-	-	-	-	-
Total Non-Current Assets	578	662	(84)	401	560
Non-current Liabilities	14	16	(2)	9	11
Net Assets	2,556	2,360	196	2,113	2,316
Public Equity					
Opening Balance	2,446	2,310	136	2,446	2,310

	Sept 2022	Sept 2022	YTD	Year-End	Year-End
	Actual	Budget	Var	Outlook	SPE
	\$000	\$000	\$000	\$000	\$000
Accumulated Surplus	110	50	60	(333)	6
Total Public Equity	2,556	2,360	196	2,113	2,316

**Statement of Cash Flows
As at 30 September 2022**

	Sep 2022	Sep 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	1,848	1,848	7,392	7,392
Other Income	62	108	120	166
Interest	10	1	37	2
	1,920	1,957	7,549	7,560
<i>Cash was Applied to:</i>				
Payments to Suppliers	350	434	1,884	1,794
Payments to Employees	1,248	1,372	5,641	5,415
Payments of GST	(28)	(52)	(8)	(46)
	1,570	1,754	7,517	7,163
Net Cash Flow applied to Operating Activities	350	203	32	397
Cash Flows from Investment Activities				
Cash was applied to				
Purchase of Fixed Assets	17	13	53	150
Net Cash flows applied to Investing Activities	17	13	53	150
Cash was Provided from:				
Sale of Fixed Assets	-	-	-	-
Net Cash Flow from Investment Activities	(17)	(13)	(53)	(150)
Net Increase/(Decrease) in Cash Held	333	190	(21)	247
Cash brought forward	2,008	1,801	2,008	1,801
Closing cash carried forward	2,341	1,991	1,987	2,048
Cash made up of:				
Cash on hand	-	-	-	-
National Bank - Cheque	169	991	987	1,048
National Bank - Deposit	2,172	1,000	1,000	1,000
	2,341	1,991	1,987	2,048

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

Output 1 – Strategy and Insights

Measure	Achieved As at 30 Sept	Expectation As at 30 Sep (as per SPE)
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 an OPC Research Report into the Rental Sector was published in conjunction with Consumer NZ.	1

Output 2 – Communication and Education

Measure	Achieved As at 30 Sept	Expectation As at 30 Sep (as per SPE)
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.	100%	100%
Respond to all enquiries within 2 working days.	96%	95%

Output 3 – Compliance and Enforcement

Measure	Achieved As at 30 Sept	Expectation As at 30 Sep (as per SPE)
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 30 Sept	Expectation As at 30 Sep (as per SPE)
The percentage of information matching files reviewed within the mandatory 5-year period as required under S184 of the Privacy Act.	100% 6 Information matching provisions were required to be reviewed in the quarter to September 2022. All were reviewed and reported on as required.	100%

Output 4 – Advice and Advocacy

Measure	Achieved As at 30 Sept	Expectation As at 30 Sep (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 continued to support the development of international advice, guidelines, and directions, over the past quarter.</p> <p>We remain connected to the international privacy community and have supported various initiatives that have advanced New Zealand's interests, including in the areas of facial recognition and data scraping.</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 30 Sept	Expectation As at 30 Sep (as per SPE)
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Output 5 – Investigations and Dispute Resolution

Measure	Achieved As at 30 Sept	Expectation As at 30 Sep (as per SPE)
The percentage of notified complaints files closed by settlement between the parties.	71%	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.	63%	85%