

2 March 2026

IR-01-26-4886

s 9(2)(a) OIA Privacy

Tēnā koe **s 9(2)(a) OIA**

Thank you for your Official Information Act 1982 (OIA) request dated 11 February 2026. I have answered each of your questions below:

- 1) *Are all phone calls with the Firearm Safety Authority recorded?*
- 2) *If not, then provide documents that detail what phone calls are and are not recorded.*

All calls received and dialled for the Firearms Registry are recorded, as the Registry uses a different phone system and call recordings are enabled.

Calls made from workgroups outside of the Registry, which includes but is not limited to Veters, District arms offices, Compliance and Resolutions are not recorded. To expand further, Police own and operate a corporate telephony system for staff to communicate with each other and send and receive external calls to the public telephone network. Phone calls placed to and from this system are not recorded.

There are no documents therefore, this part of your request is refused pursuant to section 18(g) of the OIA, as the information is not held.

- 3) *How long does the FSA retain those recordings for?*

Retention for the Registry phone system is set for seven years or until space requirements dictate reduction. Calls made by teams outside of the registry are not recorded so there is no retention.

- 4) *Can the recordings be requested via a Privacy Act request in audio file format?*

The Privacy Act 2020 enables an individual to request information about themselves held by the Firearms Safety Authority (the Authority) and can be provided in an audio format.

- 5) *If question 2 applies, then can all the circumstances listed in question 2 have their phone calls obtained?*

Please refer to the above response to questions 1 and 2.

- 6) *If phone calls cannot be obtained, what other evidence of the content of a phone call to the FSA can be obtained by a person placing a privacy act request?*

A Privacy Act request can be made to request interactions with the Authority such as licence applications queries and compliance issues. Most of these interactions have been recorded in the National Intelligence Application (NIA) system against their licence or firearms event.

Note, not all interactions are recorded. For example, if a Vetter called a licence applicant and left a message, the initial call out may be noted, but a subsequent return phone call may not be noted in the system if the Vetter were out undertaking their duties at the time.

You have the right to ask the Ombudsman to review this decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz.

For your information, Police has developed a process for proactive release of information, so the anonymised response to your request may be publicly released on the New Zealand Police website.

Nāku noa, nā



Matthew Boddy
Director - Service Delivery
Firearms Safety Authority