



133 Molesworth Street
PO Box 5013
Wellington 6140
New Zealand
T+64 4 496 2000

30 January 2023

s 9(2)(a)

By email: s 9(2)(a)
Ref: H2022018547

Tēnā koe s 9(2)(a)

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to Manatū Hauora (the Ministry of Health) on 12 December 2022. You requested:

“Does the Ministry of Health have, or previously had, access to Facebook’s takedown portal? If so, I’d like to request a list of all posts (if any) on which a takedown request has been placed, alongside any guidelines and policies held around takedown requests. If no portal is used but Facebook posts are “reported” nonetheless, I’d please like to request a list of such reported posts and any relevant policies and guidelines. If such a list is not held the best indication available as to the amount and type of content requested to be taken down/reported will suffice.”

Manatū Hauora does not have access to a “takedown portal” and does not regularly report Facebook posts. Any person can report a post if they feel it breaches the guidelines of the platform, but the ultimate decision lies with the platform owners to remove the content.

In terms of Manatū Hauora social channels, such as the Manatū Hauora Facebook page, members of the social media team do have the ability to hide or delete posts or comments on our own platforms if we feel they breach our community guidelines. These guidelines are available on our website: www.health.govt.nz/about-site/social-media-community-guidelines.

For the reasons stated above, your request for information has been refused under section 18(g)(i) of the Act, as the information requested is not held by the Ministry and there are no grounds for believing it is held by another agency subject to the Act.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'S. Turner', with a stylized, cursive script.

Sarah Turner

Deputy Director-General

Government and Executive Services | Te Pou Whakatere Kāwanatanga