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14 May 2025

s 9(2)(a)

Ref: H2025065240

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 the Ministry of Health – Manatū Hauora (the Ministry) on 11 April 2025 for information regarding unaccompanied material left in public. You requested:

Since January 1, 2020, copies of all reports, briefings, documents and emails relating to any incidents when material or items were mistakenly left unaccompanied in public.

On the same day, the Ministry contacted you to clarify what you meant by material or items. You responded on the same day with:

I hoped to capture known incidents where something like a laptop or documents were left on a train/left behind in a restaurant

Please find attached as Document 1, a list of all Ministry IT devices (laptops and, mobile phones) that have been reported as lost to the Protective Security Team over the period 1 July 2020 to 15 April 2025. The circumstances pertaining to the loss is also provided. Please note that the list is broken down by financial year.

The Protective Security Team has not been notified of any incident where hard copy information (documents or files) have been inadvertently left in a public place. Furthermore, there have been several incidents where Ministry IT devices and documents have been stolen from either a private residence or parked vehicle.

In summary, over the past 4.5 financial years, Ministry employees either lost or mistakenly left in a public place 37 IT devices. Of these, 10 IT devices were subsequently recovered.

Importantly, all Ministry IT devices are encrypted at rest, and all laptops have two-factor authentication (2FA) enabled. In addition, there are system level security controls that prevent an unauthorised third party from connecting to the Ministry's IT network.

Guidance and advice is available to the Ministry's 750 employees for reporting or escalating incidents relating to lost or stolen IT equipment. Ministry staff are expected to complete and submit a security incident report and notify the Ministry's IT Service Desk as soon as possible so that we can, if necessary, remotely disable or erase the device, and organise a replacement. Please note that it would take a considerable amount of time and effort to search, analyse, and collate copies of all documents relating to incidents where IT devices were lost or mistakenly left in public places for the period requested.

This is due to a major change of IT systems during this period and the requirement to differentiate incidents pertaining to the establishment of the new health agencies as part of the Health and Disability System reforms e.g. Interim Health New Zealand, Interim Māori Health Authority, Health New Zealand - Te Whatu Ora, and the Māori Health Authority - Te Aka Whai Ora (which has subsequently been disestablished).

Any document still held would require individual assessment to determine what, if any, information was in scope of your request and protect any personal information that identified an individual. This would place an unreasonable degree of strain on the teams responsible and would interfere with the day-to-day workings of the Ministry and I do not consider it in the public interest. Therefore, your request for all documents relating to any incidents when Ministry material or items were mistakenly left unaccompanied in public is refused under section 18(f) of the Act, as the information requested cannot be made available without substantial collation or research.

The Ministry remains willing to work with you on a refined request. You may wish to look at the information that is already publicly available on the parliament website of the Ministry of Health's published 2023/24 Annual Health Review – Q149-150 at the following link: [Ministry of Health \(Responses to post-hearing questions 117-356\) - New Zealand Parliament](#)

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: oiagr@health.govt.nz.

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 Ministry website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā



Celia Wellington
Deputy Director-General
Corporate Services | Te Pou Tiaki

Date	Org	IT Loss	Device Type	Description	Recovered
1 July 2020 - 30 June 2021					
09/10/20	MoH	IT Loss	Laptop	Laptop left in taxi or at a public bar	
30/11/20	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
14/12/20	MoH	IT Loss	Laptop	Laptop left on train	
02/01/21	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
04/03/21	MoH	IT Loss	Laptop	Laptop left on bus	
19/05/21	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
18/06/21	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
30/06/21	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
1 July 2021 - 30 June 2022					
16/11/21	MoH	IT Loss	Laptop	Staff member left laptop in shop	
20/12/21	MoH	IT Loss	Mobile Phone	Work phone is missing/seriously misplaced	
23/05/22	MoH	IT Loss	Laptop	Laptop left at a public bar	
22/06/22	MoH	IT Loss	Laptop	Laptop lost at Auckland Airport	Recovered
1 July 2022 - 30 June 2023					
11/08/22	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
25/08/22	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
26/10/22	MoH	IT Loss	Laptop	Laptop left on bus. Police report filed	Recovered
04/11/22	MoH	IT Loss	Laptop	Laptop left on train	Recovered
14/11/22	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
09/12/22	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
09/01/23	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
13/01/23	MoH	IT Loss	Laptop	Lost laptop	Recovered
30/01/23	MoH	IT Loss	Laptop	Laptop left in taxi	Recovered
31/03/23	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
03/04/23	MoH	IT Loss	Laptop	Lost laptop	Recovered
14/05/23	MoH	IT Loss	Mobile Phone	Lost/Misplaced Mobile	
30/05/23	MoH	IT Loss	Laptop	Laptop left on bus. Police report filed	Recovered

Date	Org	IT Loss	Device Type	Description	Recovered
1 July 2023 - 30 June 2024					
03/07/23	MoH	IT Loss	Laptop	Laptop left on bus. Police report filed	
11/07/23	MoH	IT Loss	Mobile Phone	Left on ferry. Police report filed	Recovered
13/09/23	MoH	IT Loss	Mobile Phone	Misplaced phone unable to locate	
09/10/23	MoH	IT Loss	Laptop	Laptop left on bus	Recovered
28/11/23	MoH	IT Loss	Mobile Phone	Misplaced phone unable to locate	
15/12/23	MoH	IT Loss	Mobile Phone	Left phone in Uber, unable to locate	
19/06/24	MoH	IT Loss	Mobile Phone	Left on aircraft. Airline and NZ Police notified	
1 July 2024 - 15 April 2025					
11/10/24	MoH	IT Loss	Mobile Phone	NZ Police notified	
18/10/24	MoH	IT Loss	Mobile Phone	Left on aircraft travelling New Zealand - Singapore	
23/10/24	MoH	IT Loss	Mobile Phone	Lost in transit between Parliament and MoH	
29/11/24	MoH	IT Loss	Mobile Phone	Lost on trip between destinations	
21/11/24	MoH	IT Loss	Laptop	Lost in Wellington airport	Recovered

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982