

25 January 2023

s9(2)(a)

Kia orana s9(2)(a)

RESPONSE TO AN OFFICIAL INFORMATION ACT REQUEST

On 12 December 2022, you contacted the Ministry for Pacific Peoples (the Ministry) requesting information relating to reporting Facebook posts under the Official Information Act 1982 (OIA). I have outlined your specific requests and my responses to each below.

Does the Ministry for Pacific Peoples 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.

The Ministry does not have access to Facebook’s takedown portal or a record of having reported others’ Facebook posts. I must therefore refuse these parts of your request under section 18(e) of the OIA as the information requested does not exist.

In response to your request for relevant policies and guidelines, I have appended to this letter a copy of the Ministry’s *Social Media Community Guidance* (refer **Appendix A**).

In line with standard OIA practice, the Ministry proactively publishes some of its responses to OIA requests. As such, this letter may be published on the Ministry for Pacific Peoples’ website. Your personal details will be removed, and the Ministry will not publish any information that would identify you or your organisation.

Should you wish to discuss this response with us, please feel free to contact the Ministry at: oia_requests@mpp.govt.nz.

Wellington (National Office)

Level 1, ASB House
101-103 The Terrace
PO Box 833, Wellington 6140
Ph: 04 473 4493
Fax: 04 473 4301

Auckland

9 Ronwood Ave, Manukau
PO Box 97005
South Auckland Mail Centre 2240
Ph: 09 265 3200
Fax: 09 265 3202

Christchurch

Level 1, BNZ Centre
120 Hereford St
Private Bag 4741
Christchurch 8011
Fax: 03 353 9499

If you are dissatisfied with this response, you have the right, under section 28(3) of the OIA, to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Meitaki ma'ata

A handwritten signature in black ink, appearing to read 'Mathew So'otaga', with a stylized flourish at the end.

Mauailegalu Mathew So'otaga
Director,
Ministerial Services

Appendix A

Social Media Community Guidance

The Ministry for Pacific Peoples has 15 digital channels. These are primarily used to engage with our Pacific communities in Aotearoa and provide information on Pacific Language weeks, upcoming community engagement/ events and COVID-19 updates.

We encourage contributions and discussions across our pages and aim to create an inclusive space where our communities can learn information that is relevant to them and talanoa with each other. However, we do reserve the right to remove posts that violate our community guidelines and ask that you please keep all comments and posts relevant and respectful.

The Ministry for Pacific Peoples reserves the right to:

- decide what is classified as inappropriate content
- remove inappropriate content
- ban users from its social media communities.

We want your voice to be heard and welcome questions, feedback, and positive interactions to take place with our online communities through our social channels. Although we will do our best to reply to questions on our social channels, if you would like to contact us directly, we recommend you do so by using our [online web form](#).

We do not tolerate harassment, abuse or the spreading of misinformation and may delete posts which contain:

- racist, sexist, homophobic or other forms of hate-speech
- misinformation
- confidential or personal information
- spam or advertising
- offensive language, abuse, or threats
- information that is off-topic or irrelevant
- sexually explicit or pornographic posts and/or comments
- violent content
- content that is illegal or gives instructions for illegal activity or advocates illegal activities.

Please let us know if you find any content that breaches our guidelines.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982