Police Instructions

Police information and records management policy

Table of Contents

Policy statement and principles

What

This policy provides direction and guidance on the management of information and records at New Zealand Police. It recognises that information and records management has a critical role to play in achieving our purpose 'To ensure everybody can be safe & feel safe' and our vision 'To be the safest country'. It assigns roles and responsibilities for managing information and records to staff at all levels.

This Policy is informed by the three principles and associated requirements set out in the [Information and records management standard (July 2016)](#), a mandatory standard issued by Archives New Zealand. It aims to ensure that Police efficiently creates full and accurate records of its business activities, maintains information and records for as long as they are needed, and disposes of records legally, i.e. only in accordance with an authorised Retention and Disposal Schedule (RDS), including any General Disposal Authority (GDA) issued by Archives New Zealand. Here's the current [Police Retention and Disposal Schedule, DA648](#).

Why

Managing information and records well is a critical component of effective policing. It enables the public and the government to hold Police and its employees accountable for their actions.

Police risks eroding public and government support and confidence if it fails to manage information well and to maintain a full and accurate account of the activities it undertakes and the decisions it makes. That support and confidence presupposes principled, effective and efficient policing services provided by Police employees who act professionally and with integrity.

Effective information and records management also provides Police with information about past decisions, actions and events, helping to build organisational knowledge and manage risk.

How

The Police Information Principles, which reflect the [New Zealand Data and Information Management Principles](#) *(Approved by Cabinet on 8 August 2011(CAB Min [11] 29/12 refers))*, form the basis for high quality management of the information and records Police holds on behalf of the public.

While some Police employees will be involved directly in supporting the information and records management function, all Police employees, by the very nature of their work, manage information and record Police business activities. Police is committed to supporting employees in their information and records management responsibilities. The practices giving effect to this chapter will be clearly articulated, easily understood and consistently applied. Direction and guidance for employees is provided through the effective dissemination of policy, related policies in other Police Manual chapters, associated guidelines and procedures, and by promoting awareness of the importance of good practice.

Police recognises the importance of continuous improvement in all that it does. In a rapidly changing digital environment, Police is committed to improving the management of information throughout its

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz
4/14

lifecycle, and to establishing and maintaining an effective information and records management programme as a key component in delivering policing services.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

5/14

Police Information Principles

Information is treated as a core strategic asset: Information is a valued resource and is actively planned, managed and monitored for compliance with our statutory obligations.

Information is protected: Every information asset has an identified owner, the stakeholders are known and, where we are trusted to hold data and information on behalf of others, we do so in a way that safeguards the owner's interests for that data. Personal information is protected in accordance with the law.

Information is trusted and authoritative: Information is accurate, relevant, timely, available and secure. We know where our data comes from and what happens to it while in our care. Data and information are strongly aligned with our business processes and we address quality issues as soon as possible so that our data and information are fit for the purposes for which we use them. Where possible there is an identified authoritative single source that will be reused as necessary.

Information is easy to access and use: The right information is available at the time it is needed, to those who need it, for the specific purpose for which it is required. Data capture, storage, use, retrieval, reporting and disposal processes are designed with the needs of users in mind. The public has a right to information as a demonstration of open and transparent government.

Information can be easily shared: Police and other agencies use information for improved operational, management, statistics and research outcomes. Users have confidence in the accuracy of information, and they interpret it consistently across Police.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

6/14

Scope

This policy applies to:

- all Police employees (whether permanent or temporary) and contractors and volunteers
- all business activities performed by or on behalf of New Zealand Police, however they are conducted
- all information and records relating to those business activities.

For the purposes of this chapter, 'information and records' includes digital and physical documents, email, data sets, databases, algorithms, audio and video recordings and other digital entities.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

7/14

Responsibilities

Every Police employee, contractor and volunteer, is an information and record steward. Roles and responsibilities associated with information and records management are set out in more detail below.

All employees, contractors and volunteers are required to:

- Read and follow this policy and any related guidelines and procedures.
- Clearly document business activities and decisions.
- Promptly file digital and physical records in Police operational and corporate systems.
- Handle information and records with care.
- Ensure information and records are not removed or destroyed, except in accordance with proper authorisation.
- Ensure personal or sensitive information is protected and follow Police procedures for release of information.
- Seek assistance from records staff when unsure about any aspect of their information and records management responsibilities.

Role	Responsibility
Commissioner	Ensures compliance with the requirements of the Public Records Act 2005, including the requirements of any mandatory standard issued under that Act.
Executive Sponsor for Information and Records Management **(Deputy Chief Executive: Corporate Operations)**	Has strategic and managerial responsibility for overseeing information and records management at Police: - Champions importance of information and records. management at Executive and senior leadership levels - Ensures information and records management is aligned with Police strategic objectives, and is integrated into work processes, systems and services. - Ensures the resources needed to support information and records management are known and sought in funding decisions. - Ensures staff with appropriate skills are available to implement information and records management strategies.
Chief Information Officer	Supports the Executive Sponsor by: - Monitoring and reviewing information and records management to ensure it is implemented and is meeting business needs. - Leading development and implementation of information and records management strategy and policy. - Overseeing resourcing, capability and monitoring in relation to information and records management.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

8/14

Chief Information Security Officer (CISO) and Chief Privacy Officer (CPO)	- Establish security and personal information policies, process and standards that reflect responsibilities in the lifecycle of information and records management. - Provide guidance that demonstrates the connections between the security and privacy of information and records. - Involve all districts, service centres and PNHQ in the reporting, evaluating and understanding performance in managing security and privacy risks relating to information and records.
District Commanders	Ensure adequate resources are made available to implement this policy within the district.
National Managers/ Directors	Ensure adequate resources are made available to implement this policy within their business units.
Manager Information Capability	Supports the Chief Information Officer by: - Developing information and records management policy. - Ensuring all employees are aware of this chapter and know their information and records management responsibilities. - Ensuring appropriate training on information and records management is available for staff. - Promoting improvements in the lifecycle management of information and records - Implementing audit and monitoring processes for regular assessment of performance against this chapter.
Regional Manager Southern, Service Group	- Collaborates with the Manager Information Capability to ensure information and records management is implemented in the context of case management and the operation of Police's case management model.
PNHQ Physical File Management Staff	- Provide records management advice to staff in PNHQ and Districts, and process requests for Police physical records and archives. - Manage PNHQ physical records for off-site storage and for disposal in accordance with the Police Retention and Disposal Schedule.
District File Management Staff	- Provide records management advice to district staff, and process requests for Police records and archives. - Manage district records within the station, for off-site storage, and for disposal in accordance with the Police Retention and Disposal Schedule.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

9/14

Managers	- Ensure they and their employees are aware of this chapter and know and fulfil their information and records management responsibilities.
	- Ensure their employees are trained, both at induction and in the context of their ongoing roles, to fulfil their information and records management responsibilities.
	- Ensure their employees' performance is monitored in relation to compliance with this policy.
	Note: A reference in this section to an employee includes a contractor or volunteer engaged by or on behalf of the manager.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

10/14

Information and records management system

The Police information and records management system comprises operational systems and corporate information systems.

The National Intelligence Application is the main operational system for case management. It is used to retain and manage records of offences, incidents, locations, people and vehicles, and to provide workflow support for cases from collection of the initial case details through to case closure. Other key operational systems, such as those for response and deployment, major investigations, criminal intelligence, infringement processing, non-urgent crime reporting, emergency management and forensic photography, all incorporate information and records management aspects.

The main corporate information systems comprise file shares at PNHQ, the Royal New Zealand Police College and at each Police station, and a range of other applications and systems. These applications and systems, which are continually evolving, provide workflow support and data repositories for the creation and tracking of documents and multimedia on the network that do not exist within core operational systems. They also include various information repositories for on-line training, Police Instructions and general information. Other major corporate information systems centre on human resources and financial management.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

11/14

Regulatory framework

The key legislation shaping Police information and records management provides a framework for the creation, maintenance and disposal of Police records, the majority of which centre on the criminal law and case management:

- Bail Act 2000
- Crimes Act 1961
- Criminal Procedure Act 2011
- Evidence Act 2006
- Independent Police Conduct Authority Act 1988
- Policing Act 2008
- Privacy Act 2020
- Public Records Act 2005
- Serious Fraud Office Act 1990.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

12/14

Legislative environment

In common with other government agencies, New Zealand Police is subject to the requirements of other legislation including the:

- Contract and Commercial Law Act 2017
- Official Information Act 1982
- Privacy Act 2020
- Public Finance Act 1989.

Information and records management practices must comply with legislative requirements and mandatory standards, having due regard for best practice reflected in non-mandatory standards and arising out of other sources.

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

13/14

Related documents

- Information and records management procedures: PNHQ and RNZPC
- Information Security
- Policy permitting destruction of certain paper-based offence records
- Policy and guidelines for the storage of physical files
- Retention and disposal of Police records

Printed on : 16/06/2022

This document was current as at 16 June 2022. Police policies are regularly reviewed and updated.
The most current version of Police policies are available from www.police.govt.nz

14/14