

4 September 2025

By email to: [REDACTED]

Kia ora [REDACTED]

OFFICIAL INFORMATION ACT REQUEST 2025/45

On Friday, 1 August 2025 you made a request under the Official Information Act 1982 (the OIA) for the following information:

Any internal reports, memos, correspondence, or system logs identifying technical issues or outages affecting access to individual enrolment records via the Electoral Commission website from 1 July 2024 to the present.

Any information or documentation relating to known issues with the accuracy, accessibility, or visibility of enrolment records (including online database matching or verification processes) that have not yet been made publicly available.

Any internal or contractor assessments of the performance or reliability of the Electoral Commission's enrolment database or website, particularly related to the period leading up to the 2025 General Election or any recent local elections.

Any risk assessments, incident logs, or project reports concerning the stability or integrity of enrolment records, particularly where access by individuals has failed or been restricted.

Any communications (internal or external) that discuss or document known issues similar to what I and my daughter have experienced — that is, individuals being unable to find their record when searching through the public portal.

On Thursday 7 August, you clarified that by 'the period leading up to the 2025 General Election or any recent local elections' you meant:

I am seeking information from 2020 that you hold leading up to the date of my request please.

Please find answers to your questions below.

1. *Any internal reports, memos, correspondence, or system logs identifying technical issues or outages affecting access to individual enrolment records via the Electoral Commission website from 1 July 2024 to the present.*

The following systems are used to manage online enrolments:

| System Name | Purpose |
|--------------------|---|
| MIKE | Enrolment record management system |
| Enrol Online (EOL) | Public enrolment and eligibility system |
| Vote.NZ Website | Website content hosting |

The Commission has not experienced a system error or data loss from MIKE, Enrol Online or the vote.nz website.

It's good that people are checking their enrolment details, and we understand the frustration when you can't find your record online. We have heard the feedback and will look at how we can improve the experience for people. We identified and resolved a minor technical issue with the message people were seeing if they left their web page open for over 30 minutes that affected less than 2% of searches. The reports on this are still being finalised.

The search on our website to find your enrolment record is strict to maintain voter privacy and ensure that a person can only see the record we hold for them.

There are a number of reasons why someone who believes they are enrolled might not find themselves using the online look-up service. They could:

- in fact not be enrolled
- be on the dormant roll
- be on the unpublished roll
- have submitted an enrolment application that is still being processed.

Even if a person is correctly enrolled, they may not find themselves if they:

- make errors when manually typing their address, rather than using the address finder
- enter an address that is different to the address in their enrolment record
- enter a first name, surname or date of birth that does not match their enrolment details
- use an auto-complete function on the web browser on their device and it enters incorrect or out of date information, or enters address information into the wrong fields.

To maintain voter privacy, the search must match the information contained in an elector's record. It is designed to ensure that an elector can only see the record we hold for them. Small variations from the details we have on file can mean that people can't find their records. There are also limits on the number of searches a person can undertake.

Anyone that is concerned about their enrolment or is experiencing problems finding their enrolment record on vote.nz can contact the Electoral Commission so we can help them. They can call freephone 0800 36 76 56 or send an email to enquiries@elections.govt.nz

We understand that you have also made a privacy request for your enrolment information followed and that information has been provided to you.

- 2. Any information or documentation relating to known issues with the accuracy, accessibility, or visibility of enrolment records (including online database matching or verification processes) that have not yet been made publicly available.*

As outlined above, there are no known issues regarding the accuracy, stability, or integrity of enrolment systems and records. During peak periods this year, we have had some delays processing our enquiries. We have been reviewing our enquiries system and going through all of the enquiries checking that people's requested changes have been made ahead of the Tāmaki Makaurau by-election and the local elections.

- 3. Any internal or contractor assessments of the performance or reliability of the Electoral Commission's enrolment database or website, particularly related to the period leading up to the 2025 General Election or any recent local elections.*

Copies of the reports for 2020 and 2023 are attached. Some redactions have been made under section 6(c) of the OIA on the ground that making this information available would be likely to prejudice the maintenance of the law, and under section 9(2)(k) of the Act on the ground that withholding this information is necessary to prevent the disclosure or use of official information for improper gain or improper advantage. We are not able to share detailed information regarding the Commission's technology infrastructure and security systems as this would prejudice the Electoral Commission's ability to prevent and detect cyber security threats and may also result in exposure of the information to those who may use this information for improper gain. This gain or advantage could damage trust and confidence in the electoral system. Some names have been withheld under section 9(2)(a) of the OIA which relates to the privacy of natural persons. In each case where redactions have been made under section 9, consideration has been given to and I am satisfied that the reasons for withholding of the information are not outweighed by other considerations which render it desirable in the public interest to make that information available.

- 4. Any risk assessments, incident logs, or project reports concerning the stability or integrity of enrolment records, particularly where access by individuals has failed or been restricted.*

See the responses to questions 1 and 2 above which set out the reasons why a person may not find their record.

- 5. Any communications (internal or external) that discuss or document known issues similar to what I and my daughter have experienced — that is, individuals being unable to find their record when searching through the public portal.*

See the responses to questions 1 and 2 above which set out the reasons why a person may not find their record.

In the interests of transparency, we release responses to Official Information Act requests every 3 months. We will publish this response with your personal details redacted.

You have the right under section 28(3) of the Act to make a complaint to the Ombudsman if you are not satisfied with the response to your request. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Yours sincerely



Karl Le Quesne
Chief Electoral Officer