



30 January 2023



Ref: OIA-2022/23-0426

Dear 

**Official Information Act request relating to Facebook takedown portal**

Thank you for your Official Information Act 1982 (the Act) request received on 12 December 2022. You asked:

*“Does the Department of the Prime Minister and Cabinet 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.”*

You have requested information relating to the Department of the Prime Minister and Cabinet (DPMC). The National Emergency Management Agency (NEMA) is a departmental agency hosted by DPMC. Therefore, this response includes NEMA.

I can confirm that neither DPMC nor NEMA currently, nor have had in the past, access to a “takedown portal” or specialised content reporting and moderation systems operated by Facebook.

I note that at the time DPMC was responsible for the Unite Against COVID-19 website, it used a profanity filter tool to assist with the moderation of comments on both the Facebook and Instagram pages. Social media community guidelines for the Unite Against COVID-19 website are available at: [covid19.govt.nz/news-and-data/social-media/#community-guidelines](https://covid19.govt.nz/news-and-data/social-media/#community-guidelines).

NEMA does hide offensive comments on NEMA posts in lines with the NEMA terms of use as described on the NEMA Facebook page at: [www.facebook.com/NZCivilDefence/about\\_details](https://www.facebook.com/NZCivilDefence/about_details).

No records of any posts being reported directly to Facebook for being harmful or misleading have been identified.

For completeness, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response may be published on the Department of the Prime Minister and Cabinet's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely



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**Strategy, Governance and Engagement**