



6 May 2025



Ref: OIA-2024/25-0780

Dear 

**Official Information Act request relating to official communication methods used by DPMC**

Thank you for your Official Information Act 1982 (the Act) request received on 28 March 2025. You requested:

*“Under the Official Information Act 1982, I would like to lodge a request regarding the communication services used by the DPMC & the Prime Minister himself for official communications. By communication services, please provide a list of services with which either party engages in text chats, file sharing, video calls, & audio calls. Specifically, I seek details on the use of the department and the Prime Minister of any of the following:*

- Facebook / Messenger
- Instagram
- X (formerly Twitter)
- LinkedIn
- TikTok
- Mastodon
- Bluesky
- Snapchat
- Telegram
- WhatsApp
- FaceTime
- iMessage
- Text Message Protocols (SMS, RCS, etc).
- Discord
- Microsoft Outlook
- Gmail
- Yahoo Mail
- Proton Mail
- Microsoft Teams
- Google Chat
- Signal
- Zoom
- Google Meet

*Many of these services may offer abilities for actions other than purely communication based. If this is the case, please specifically provide details as to whether either party uses the communication section within the service itself.*

*If another service is used in the same manner but not listed above, I would request that it be noted in the response. If any part of my request is too broad or requires refinement, I am happy to discuss a more specific scope. If this information is held by another government agency, please let me know so I can transfer my request."*

On 31 March 2025 you were informed that part of your request was transferred to the Prime Minister, Rt Hon Christopher Luxon. His office will respond to you directly with information they may hold as it relates to the Prime Minister.

On 28 April 2025 you were informed that your request was extended by an additional 10 working days under section 15A of the Act. The extension was required because of the consultations needed to make a decision on your request and I am now in a position to respond.

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.

### **Information being released**

DPMC and NEMA both have external facing websites to communicate information to the public:

- [Department of the Prime Minister and Cabinet website](#)
- [DPMC Consultation platform](#)
- [Civil Defence website](#)
- [Get Ready website](#)

DPMC uses the following public facing social media accounts:

- [Department of the Prime Minister and Cabinet, New Zealand: Overview | LinkedIn](#)
- [Government House, Wellington on Instagram • Photos and Videos](#)
- [Government House, Wellington | Facebook](#)

NEMA uses the following public facing social media accounts:

- [Facebook](#)
- [NEMA \(NZ\) \(@nemagovtnz\) • Instagram photos and videos](#)
- [National Emergency Management Agency \(NZ\) : Overview | LinkedIn](#)
- [National Emergency Management Agency \(@NZcivildefence\) / X](#)
- [National Emergency Management Agency \(NEMA\) - YouTube](#)

Both DPMC and NEMA use text messaging (for example SMS, WhatsApp and Signal) email and video conferencing to communicate.

NEMA also use:

- An application used as part of their National Warning System – which sends emails, text messages, voice messages, and updates social media and our website.

- Surveys/Forms
- Phone: NEMA main line and media line (both specified on website).

Any further details on which applications and systems are used and how they are used is withheld under section 6(a) of the Act, to protect the security or defence of New Zealand. The determination was made that releasing the specific names of the communication platforms used by DPMC poses a risk.

The platforms used by DPMC are a critical component of the government's national security infrastructure. Publicising the names of these platforms, even without disclosing technical details, usage patterns, or security protocols, could provide malicious actors with initial information to target their efforts. Such information could assist in attempts to identify vulnerabilities, disrupt communication channels, or gain unauthorised access to sensitive discussions, even if your request does not specifically seek operational or technical details.

As such, providing the names of the platforms increases the likelihood of such activities, which would have a detrimental impact on the security of New Zealand.

While we recognise the importance of transparency regarding the conduct of public duties, protecting the integrity of secure communications and ensuring the effectiveness of the government's security measures are crucial to safeguarding New Zealand's national security. Releasing this information could compromise our ability to do so, particularly in the current global landscape of heightened cybersecurity risks.

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

This response will be published on the DPMC 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



Clare Ward  
**Executive Director**  
**Strategy, Governance and Engagement**