



10 April 2026

Ref: DOIA-REQ-0029119-Privacy of natural persons

Privacy of natural persons

Thank you for your email of 11 March 2026 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (OIA), the following information:

Has Mbie used or does it intend to use either AI engines or large-language models to process and compile OIA responses? If so, when and why?

Send me all documents and correspondence relating question #1, immediately above.

Does Mbie agree that use of AI engines or large-language models to prepare OIA responses, to any extent, undermines the spirit and intent of all OIA legislation? Why?

MBIE is not currently using Artificial Intelligence (AI) or large language models to process and compile OIA responses. Therefore, I am refusing your request under section 18(e) of the Act.

However, we see AI as another tool to help us provide comprehensive, timely and helpful responses to OIA requests from our customers. In future, MBIE plans to explore the use of AI in the OIA process to identify opportunities to achieve efficiencies and provide better customer service, while maintaining our commitment to the principles of the OIA. MBIE's OIA process will continue to have human oversight over all decisions associated with an OIA response.

Adopting AI safely and effectively to improve public service outcomes is a government priority, with the Public Service Minister releasing guidance for agencies in February 2025. MBIE's current focus is to enable staff to leverage the productivity benefits of tools such as artificial intelligence to improve our efficiency and effectiveness.

All MBIE staff have access to Microsoft Copilot Chat, and a further segment of staff have access to Microsoft 365 Copilot (which integrates with Word, Excel, PowerPoint, Outlook and Teams). To increase efficiency when processing OIAs, some staff may use Copilot to generate draft letters, for editing and proofreading, or to assist with the clarification of a request. In some groups Copilot is also used to filter and reformat data. MBIE does not consider this use of Copilot for administrative tasks to be 'processing or compiling' OIA responses. All OIA responses are reviewed by the staff member responsible for the response, followed by a peer review and manager sign-out.

Currently, work is being completed on a project to integrate AI into Nexus, the IT system used to track MBIE Ministerial Services items including OIAs, written parliamentary questions and ministerial correspondence. The first phase of this project assessed how AI integration could improve accuracy in the

recording and allocation of requests for information, as well as increase staff capacity to focus on the quality of customer's responses. The second phase of the project is to implement the workflows and designs generated in phase one, which mainly focus on reducing manual data entry, improving efficiency and streamlining our response process.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

Please note that this response, with your personal details removed, may be published on the MBIE website: www.mbie.govt.nz/about/open-government-and-official-information/published-official-information-act-requests.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'Karin Schofield', written over a light grey rectangular background.

Karin Schofield
General Manager Communications & Government Services
Strategy and Assurance