

20 December 2022

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I refer to your email of 12 December 2022 in which you request the following under the Official Information Act 1982 (OIA):

Does the Ministry of Foreign Affairs and Trade 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

In response to your first question, I can confirm that the Ministry of Foreign Affairs and Trade (the Ministry) does not, and has never had, access to Facebook's takedown portal.

In response to the remainder of your request, the Ministry does not report Facebook posts, therefore your request for a list of reported posts is refused under section 18(e) of the OIA, as the information does not exist.

We do have a moderation process in place for comments made directly under our own posts. Our course of action is to warn users who breach our social media terms of use via direct message, outlining how and why their comments have been hidden/deleted and refer them to our terms of use. If they continue to breach these terms we may then resort to blocking them.

The Ministry's terms of use are available at the following link: <https://www.mfat.govt.nz/en/terms-of-use/>

Please note that we may publish this letter (with your personal details redacted) on the Ministry's website.

If you have any questions about this decision, you can contact us by email at: DM-ESD@mfat.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision by contacting www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'SC', written in a cursive style.

Sarah Corbett
for Secretary of Foreign Affairs and Trade