

# Supplier Assistance with Law Enforcement Policy

## At a glance

As a communication network and service provider, One NZ may be subject to legislative and /or regulatory obligations to provide assistance to local governments and /or law enforcement agencies. These obligations fall into the following categories:

- Lawful interception of communications in real time;
- Retention of specific categories of communication data; and
- Disclosure of communication data on receipt of a lawful request.

## Scope

This Policy applies to all Suppliers that provide Service/s to One New Zealand Group Limited (One NZ).

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## 1. Providing Assistance

Where Supplier provides a service/s to One NZ that involve(s) or relate(s) to the provision of communication network or services, the following will apply:

- 1.1. One NZ will notify Supplier of any regulatory or legislative obligations that apply and will provide details of what those obligations require of Supplier (“**Notified Assistance**”).
- 1.2. Such Notified Assistance may include but not be limited to:
  - 1.2.1. implementing and maintaining interception capability
  - 1.2.2. retaining the required communication and network data on the use of the services by customers;
  - 1.2.3. implementing and maintaining customer identification procedures; and
  - 1.2.4. providing such other assistance as is necessary to deliver compliance with the notified statutory or regulatory obligations.
- 1.3. When providing the Notified Assistance, Supplier will enter into a data processing agreement with One NZ to address any legal, regulatory and/or data protection obligations that are imposed on One NZ.
- 1.4. When providing the notified assistance, Supplier will make appropriate technical and organisational security arrangements to ensure that any data generated is protected against compromise.
- 1.5. Those security measures will be commensurate with the privacy sensitive and confidential nature of the required Notified Assistance.
- 1.6. Those security measures will include but not be limited to:
  - 1.6.1. Ensuring the integrity of employees who are to deliver the services by:
    - a) appointing nominated individuals who are permanent employees of Supplier and who are notified and agreed in advance with One NZ;
    - b) providing appropriate training and awareness to ensure that those nominated individuals are aware of the privacy sensitive and confidential nature of the services that are being provided, and the information being generated and stored;
    - c) requiring those nominated individuals to sign and be legally bound by, and notified of, confidentiality and secrecy obligations in respect of all information concerning law enforcement assistance, including surveillance targets, frequency of requests or the details of any information provided.
  - 1.6.2. Complying with legal minimum security requirements that form part of the data processing agreement.

- 1.7. In respect of any data generated and/or retained as a result of providing the required and Notified Assistance, Supplier shall treat that data as the confidential and proprietary information of One NZ and shall ensure that that data is only processed in accordance with the instructions of One NZ and the contractual obligations set out in the data processing agreement.
- 1.8. Where Supplier receives a direct request for assistance from a government or law enforcement agency, Supplier shall immediately inform One NZ, unless prohibited by law from doing so.

## 2. Speak up

2.1.1. Supplier shall report any instances of unethical behaviour or breaches of this Policy (in relation to the service/s being provided to One NZ) in confidence using the ‘Speak Up’ contact details below. Supplier shall regularly promote these One NZ ‘Speak Up’ contact details (as may be updated by One NZ from time to time) and have them permanently available within Supplier’s organisation and to any contractors or sub-contractors working on Supplier’s behalf for One NZ

2.1.2. Breaches of this Policy can be reported by following the instructions outlined here: <https://secure.ethicspoint.com/domain/media/en/gui/74045/index.html>

## 10 Document History

Policy Owner:	Policy Champion:	Version:	Date:
Head of Procurement	Dylan Semmens	Version 1.0	18/03/2023

Version:	Date:	Changes made:	Approved by:
1.0	18/03/2023	Re-branded to one.nz	Rajat Sarna – Head of Procurement