


OC221096

31 Jan 2023



Tēnā koe 

I refer to your email dated 12 December 2022, requesting information regarding our use of Facebook's takedown portal.

I'd firstly like to apologise for the delay in getting our response to you. I hope this information is still timely and useful.

Your questions were:

- *“Does the Ministry of Transport 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.”*

Our answers to your questions are below.

***Does the Ministry of Transport have, or previously had, access to Facebook’s takedown portal?***

The Ministry does not have access to Facebook’s “takedown portal” and has not previously had access to this in the past.

***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.***

The Ministry does not keep a list of reported posts.

The Ministry’s social media terms of use outlines the type of content that is acceptable on our platforms. You can read them here - <https://www.transport.govt.nz/footer/social-media-terms-of-use/>.

***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.***

Due to the small size and reach of the Ministry's platforms, the frequency that these terms are enforced is minimal.

As we don't keep a list of reported posts, our best estimation is that we have reported less than 10 posts across all platforms in the last 12 months.

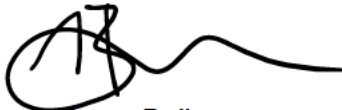
We would have only reported posts that did not conform with our social media terms of use, linked above.

You have the right to seek an investigation and review of this response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

The Ministry publishes our Official Information Act responses and the information contained in our reply to you may be published on the Ministry website. Before publishing we will remove any personal or identifiable information.

Again, I'd like to apologise for the delay in getting this information to you.

Nāku noa, nā,

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long, wavy horizontal line extending to the right.

Anthony Bull

**Acting Manager – Engagement and Communications**