# Lake Alice torture redress process

# Privacy Statement

## Background to the Lake Alice torture redress process

Redress available to survivors of torture at the Lake Alice Psychiatric Hospital Child and Adolescent Unit (Lake Alice) includes:

1. a financial payment
2. an apology that acknowledges torture
3. help to access to support and rehabilitative services.

There are two payment pathways:

1. an individual payment process open to 30 April 2025, assessed by an independent arbiter
2. an expedited payment process open to 30 September 2025, which provides a fixed payment.

Survivors cannot register for the individual payment process after 30 April 2025, unless agreed by the Lead Coordination Minister for the Government’s Response to the Royal Commission’s Report into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Lead Coordination Minister) and the Minister for Mental Health.

On behalf of the Government, the Crown Response Office is administering the Lake torture redress process. Its role is to help survivors:

* access independent legal advice to support their claim
* access support and rehabilitative services
* access financial assistance if they need it.

Information about the torture redress process can be found at: https://www.abuseinquiryresponse.govt.nz/for-survivors/torture-redress/

## Last updated

This Privacy Statement was updated on 28 April 2025.

## Personal information collected and held by the Crown Response Office

Personal information is collected and held by the Crown Response Office to administer the Lake Alice torture redress process. The information is collected and held to:

* register survivors and confirm their entitlement to redress
* process survivor’s financial payments
* refer late applications to Ministers to determine extenuating circumstances
* support the Prime Minister and Minister for Mental Health apologies
* talk with survivors about support and rehabilitative services, and financial assistance.

If the Crown Response Office is not provided with the information it needs, it may not be able to support a survivor’s financial payment, apology or access to support services.

The Crown Response Office directly collects information from survivors; in letters, emails and during phone calls. It also collects information from:

* Manatū Hauora | the Ministry of Health about whether a survivor has made a claim for redress for abuse or neglect at Lake Alice
* Te Whatu Ora | Health New Zealand about whether a survivor had a care placement at Lake Alice
* the independent arbiter, to arrange a survivor’s financial payment and start the apology process, and to securely store a survivor’s file at the completion of the payment process
* the Prime Minister, Lead Coordinator Minister and the Minister for Mental Health, and their offices related to any extenuating circumstance decision and a survivors’ apology.

The Crown Response Office also collects information about survivor representatives, lawyers and witnesses who sign statutory declarations, and staff who are involved in the torture redress process.

**The table below describes the type of information that may be collected and held**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Survivor** | **Representative** | **Lawyer** | **Witnesses** |
| **Information:** |  |  |  |  |
| Name | √ | √ | √ | √ |
| Previous name | √ |  |  |  |
| Organisation name |  |  | √ |  |
| Role |  | √ | √ |  |
| Authority to Act |  | √ |  |  |
| Email address | √ | √ | √ |  |
| Phone number | √ | √ | √ |  |
| Postal address | √ | √ | √ |  |
| Availability for contact | √ |  |  |  |
| Date of Birth | √ | √ |  |  |
| Drivers’ license | √ | √ |  |  |
| Passport | √ | √ |  |  |
| Birth certificate | √ | √ |  |  |
| Name of representative | √ |  |  |  |
| Statutory declaration of identity | √ |  |  |  |
| Statutory declaration as witness |  |  |  | √ |
| Name of lawyer | √ |  |  |  |
| Bank account number | √ |  |  |  |
| Record of being at Lake Alice | √ |  |  |  |
| Declaration received ECT | √ |  |  |  |
| Declaration received paraldehyde | √ |  |  |  |
| Other care record | √ |  |  |  |
| Authority to act |  | √ |  |  |
| Redress payment amount | √ |  |  |  |
| Financial support needs | √ |  |  |  |
| Torture apology | √ |  |  |  |
| Support needs | √ |  |  |  |
| Extenuating circumstances | √ |  |  |  |

## How the Crown Response Office looks after your personal information

Personal information is stored and retained in accordance with the Te Kawa Mataaho | Public Service Commission privacy policy and information policies, protocols and guidelines, and in compliance with the Privacy Act 2020, Health Information Privacy Code 2020 and the Public Records Act 2005. These Acts and the Code apply in Aotearoa New Zealand. They may not protect your information overseas.

## How you can request copies of your personal information

Anyone involved in the torture redress process has the right to ask the Crown Response Office for a copy of the personal information it holds about them. They can also ask for this information to be corrected, if they think it is wrong.

To access and correct your personal information contact:

The Privacy Officer  
Te Kawa Mataaho | Public Service Commission  
P O Box 329  
Wellington 6140  
Or by email at  [commission@publicservice.govt.nz](mailto:commission@publicservice.govt.nz)

You can also request your personal information directly from the agencies the Crown Response Office has received it from. You can make requests to:

|  |  |
| --- | --- |
| **Manatū Hauora | the Ministry of Health**  Privacy Request National Contact Centre Ministry of Health PO Box 3015 Whanganui 4501  [information@health.govt.nz](mailto:information@health.govt.nz) | **Te Whatu Ora | Health New Zealand**  Privacy Officer  Health New Zealand | Te Whatu Ora  PO Box 793  Wellington 6140  [hnzprivacy@tewhatuora.govt.nz](mailto:hnzprivacy@tewhatuora.govt.nz) |

## Enquiries and complaints

Enquiries or complaints about the Crown Response Office’s personal information management can be made by contacting:

Te Kawa Mataaho | Public Service Commission  
2 The Terrace  
P O Box 329  
Wellington 6140  
Phone +64 4 495 6600  
Or by email at [commission@publicservice.govt.nz](mailto:commission@publicservice.govt.nz).

Guidance on how to request information under the Official Information Act 1982 is available [here.](https://www.publicservice.govt.nz/official-information-act-requests)