



New Zealand
PSYCHOLOGISTS BOARD
Te Poari Kaimātai Hinengaro
o Aotearoa

Dear Psychologists

Today the Board became aware that we had unintentionally disclosed many psychologists' email addresses to other psychologists when bulk emails were sent to everyone on the register advising that the APC renewal period has opened.

I would like to apologise without reservation for what occurred and want to update you on steps taken today to limit the impact and ensure similar problems don't occur in future. I am also available to discuss any ongoing concerns you may have.

What happened

For a number of the APC renewal bulk emails the recipients' email addresses were accidentally included in the "cc" line rather than a "bcc" line as intended. We have identified that this was due to a human error. No other personal information was disclosed.

What's been done to fix the problem?

As soon the data breach came to our attention we stopped further emails being sent until we had fully reviewed what happened and taken steps to fix the problem. At the same time an immediate, very brief email acknowledging the disclosure and offering an initial apology was sent to all affected individuals.

Our review confirmed the disclosure was an accidental, unintentional human error and that no additional personal information was disclosed. The remaining bulk emails were carefully checked to ensure recipient email addresses were included in the "bcc" line, not the "cc" line.

A plan has been put in place to explore potentially more secure ways of communicating with psychologists on the register in future.

This notice will also be added to the "What's New" section of our website, in case any affected individual is unable to receive it by email, and I have advised the Office of the Privacy Commissioner about what's happened.

Who should I contact if I have questions or concerns?

I take full responsibility for what's occurred and understand that the potential consequences for some practitioners may be considerably greater than others. Again, I apologise sincerely for any distress or inconvenience this may have caused and encourage you to contact me if you have ongoing questions or concerns. The Office of the Privacy Commissioner (email: enquiries@privacy.org.nz or ph.: 0800 803 909) is also able to assist.

Yours faithfully

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