

**From:** [Official Information](#)  
**To:** [REDACTED]  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 472843 - [REDACTED] - Lost assets  
**Date:** Thursday, 15 May 2025 4:31:45 pm  
**Attachments:** [image001.png](#)  
[image002.jpg](#)  
[image003.jpg](#)  
[LGOIMA REQ0006990 - devices reported as lost or stolen.xlsx](#)

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Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

**Your request:**

*With respect, I request the following information, under the terms of the Official Information Act 1982:*  
*# Since January 1 2020, copies of all reports, briefings, documents and emails relating to any incidents when material or items were mistakenly left unaccompanied in public.*  
*The information sought in this request is to be used as part of a report by Stuff.*  
*I anticipate receiving the information under the terms of the act, which stipulates a maximum period of 20 business days.*

**Our response:**

We have not been notified of any privacy breaches due to assets or documents being left in public spaces.

Please see the attached spreadsheet with a list of assets that have been notified to us as lost or stolen. We do this through an internal system with our Information Services team.

When we are notified that a device has been lost or stolen, we first confirm whether the device is SIM enabled - if it is, we immediately bar the line connection via our mobile service provider's portal. This prevents use of any cellular functions (calling, texting, and mobile data).

Our phones, tablets, and laptops are managed through the Intune application. This enables us to remotely secure or wipe all HCC data from a device if required. This does require the device to be powered on and connected to a wi-fi or cellular network. Once we have sent the command, as soon as the device connects to any wi-fi (or cellular if they insert a new SIM) the device will be data wiped/factory reset.

- If the device is an iPhone or iPad, and the staff member has signed into the device with their Apple ID, it may be possible to use the "find my device" functionality.
- If the device is a Samsung phone or tablet, and the staff member has signed into the device with their Samsung or Google account, it may be possible to use "Find my mobile", or "Find my device".

We then notify our Cyber and Risk team so they can monitor in case of any suspicious login or account activity, and also notify our Asset and Commercial team.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

**Ngaa mihi**

**Keeley Faulkner**

Official Information Advisor & Legal Support Officer

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



**Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [www.hamilton.govt.nz](http://www.hamilton.govt.nz)**



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*I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.*

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**From:** [noreply@hamilton.govt.nz](mailto:noreply@hamilton.govt.nz) <[noreply@hamilton.govt.nz](mailto:noreply@hamilton.govt.nz)>

**Sent:** Friday, 11 April 2025 9:31 am

**To:** Official Information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>

**Subject:** OIA Request - HCC-OIA-250411-YYAGV

## We've received a request for you.

This request was received on 11 April 2025 @ 9:30AM.

Here's your reference number and the request details:

**UUID**  
HCC-OIA-250411-YYAGV

**Name**

[REDACTED]

**Email**

[REDACTED] [stuff.co.nz](mailto:[REDACTED]@stuff.co.nz)

**Phone number**

[REDACTED]

**Detailed description of request**

To whom it may concern,

With respect, I request the following information, under the terms of the Official Information Act 1982:

# Since January 1 2020, copies of all reports, briefings, documents and emails relating to any incidents when material or items were mistakenly left unaccompanied in public.

The information sought in this request is to be used as part of a report by Stuff.

I anticipate receiving the information under the terms of the act, which stipulates a maximum period of 20 business days.

Kind Regards,

[REDACTED]

SENIOR REPORTER

M: [REDACTED]

E: [REDACTED] [stuff.co.nz](mailto:[REDACTED]@stuff.co.nz)

**Organisation**

Stuff

**Attachments****Created**

11 April 2025 @ 9:30AM

If you have any questions in the meantime, feel free to call us on [\(07\) 838 6699](tel:07-838-6699) or [email our customer service team](#).

Device type	Date reported missing	Status
Samsung Galaxy A13	22/11/2023	Stolen
Samsung Galaxy A13	27/03/2024	Stolen
iPad Air (4th generation)	3/04/2024	Stolen
iPad Pro 11"	3/04/2024	Stolen
Samsung A31	28/01/2024	Lost
iPhone 12	None	Lost
iPad Pro 12.9"	22/01/2025	Stolen
Samsung Galaxy A30	None	Lost
Samsung A32 5G	17/01/2025	Lost
iPhone 13 Pro	None	Lost
HP EliteBook 850 G8 Notebook PC	None	Stolen
HP EliteBook 850 G8 Notebook PC	None	Lost