

**MUSEUM OF NEW
ZEALAND
TE PAPA
TONGAREWA**

Cable St
PO Box 467
Wellington
New Zealand

Telephone
64-4-381 7249
www.tepapa.govt.nz



10 June 2020

Dear Mr [REDACTED]

Re: Official Information Act (OIA) Request – Twitter Account

I am writing in response to your email dated 9 June in which you requested the following information:

Explain why the official Te Papa Twitter account follows the extreme right wing, racist, Twitter account @JamesDeezy86. Provide the following information:

- *the date on which Te Papa began following the account @JamesDeezy86;*
- *the criteria that Te Papa staff responsible for social media applied when deciding on whether or not to associate with an extremist social media account;*
- *current guidelines informing Te Papa staffs' social decision-making.*

Twitter does not provide exact information as to when an account has followed another. It does however compile follower lists in chronological order. It looks like the Te Papa account was one of the first to follow this user, which started in 2010. Based on early followers, which consist of Wellingtonians, and the change in the content the user exhibited, it would seem that this account may once have been a legitimate user who has lost control of their account or have suddenly changed their opinions. This change in the user's behaviour seems to have happened in April this year, going from tweeting almost exclusively about sport, to tweeting misinformation. Unfortunately given the amount of people Te Papa follows on Twitter, we cannot constantly audit each user who we follow. However if behaviour like this does come to our attention, we unfollow the user.

Decisions made on social media are made by the social media advisor, in consultation with Communications, Online and Curatorial teams. When making these decisions they are guided by Te Papa's Staff Code of Conduct and the State Service Code of Conduct. More explicitly, Te Papa's Guide for Social Media Management states one of its goals is to maintain active, engaged social media communities while providing safe online spaces.

Thank you for bringing this to our attention. We have unfollowed this account.

If you are not satisfied with this response you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss any aspect of your request with us please contact either Frances Lawrence or Zoë Genet, at OIA@tepapa.govt.nz.

Yours sincerely

Frances Lawrence
Senior Advisor Planning and Performance

Zoë Genet
Principal Legal Counsel