

16 December 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #20.109 - iRugs.co.nz

1. We refer to your request received on 19 November 2020 for a copy of the 2016 compliance advice letter from the Commerce Commission (**Commission**) to iRugs.co.nz (**iRugs**).
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

Our response

3. We have decided to grant your request and a copy of the letter dated 4 May 2016 is **attached**.
4. You can find further information about compliance advice letters and the Commission's other enforcement responses in the Enforcement Response Guidelines on our website.¹
5. Compliance advice letters are educative and are issued in response to problematic conduct the Commission has identified. Accordingly, what the letter advises of is the risk of conduct breaching the law, and how to avoid a potential breach in future. A compliance advice letter is not a finding of non-compliance. Only the Courts can determine whether a breach of the law has occurred.
6. We have redacted information from the letter to protect the privacy of natural persons, under section 9(2)(a) of the OIA.

¹ Enforcement Response Guidelines: <https://comcom.govt.nz/about-us/our-policies-and-guidelines/investigations-and-enforcement/enforcement-response-guidelines>

7. We consider that good reasons exist for withholding information and this is not outweighed by other considerations which would make it desirable, in the public interest, to make the information available (section 9(1) of the OIA).
8. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss any concerns with you first.
9. Please note the Commission will be publishing this response to your request in the OIA register on our website.² Your personal details will be redacted from the published response.
10. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard

OIA Coordinator

² <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>