

05/10/16, 12:48 pm

ah cool - thanks for your time on that - appreciated!

05/10/16, 12:50 pm

@justadandak Hi, thanks for your patience our online App team has been looking into your query. They've come back to us with the following: The team is currently working on the Android photo permissions for the next front end release. If you're using Android Lollipop and below (Android 5 or less) then: - If upgrading from version 3.17 or 3.18 then they will not be prompted about new 'photos' permission as this has previously been accepted. - If it's a fresh install or upgrade from version 3.16 or lower then they will be prompted that there is a new 'photos' permission If using Android Marshmallow and above (Android 6 and above) then: - If upgrading from any previous version or have a fresh install then they will not be prompted for any permission when the app is installed. - The only permission that will require user 'acceptance' at run time (when needed) is 'Location Services'. - The 'photos' permission will not be needed anymore. Thanks ^MM

09/12/16, 8:02 pm

thanks for letting us know and for the response. appreciate the information about the versions (i'm on v5 & that's why i got the notice about the new photos permission which i originally tweeted about) - that's not though the query i tweeted about, my concern directly relates to the privacy issue of allowing this app access to ALL files and photos with this new update and what consideration was given to this (hence why i haven't still accepted the update and have no intention to in the future for any requests which directly gives a third party access to information it doesn't need). please review original thread as this might have been missed and hope i've explained the query again with clarity - looking forward to your response on this and a solution to enable confidence. thanks.

10/12/16, 12:53 am

following up here and wondering if there's a need to reiterate the question? thanks

13/12/16, 9:35 am

Hi DK, unfortunately this is all the information we have from the online team and don't have a further update for you. If you'd like us to query if the feature to access all files in the next update will no longer be a requirement, please let us know and we'll pass your feedback on. ^MM

13/12/16, 11:34 am

appreciate that's all the information you have from the online team although could that be due to the actual question asked? It's not about querying whether the feature has access to all the files it already does - every one who has accepted it has now opened their whole phone to you guys. I totally know you're good humans and won't use it for evil however in terms of privacy the update has just demolished it. That was the question: why wasn't considerations to privacy included in this feature update (especially for such a minor option which if crucial can be done online easily enough - I know I truly don't care about having an avatar on my app or changing images of backgrounds)? The other option is to allow users access to ALL the information AirNZ has on them to ensure there's no infringement on privacy - is that possible? Please ask these two questions by the end of the week please - thank you, truly.

13/12/16, 12:20 pm

Thanks DK, we've passed this on to the team, once they've come back to us we'll let you know. ^MM

13/12/16, 1:51 pm

appreciated.

13/12/16, 2:03 pm

Paola Brett @paolabrett @justadandak @FlyAirNZ a certain bank had this issue when wanting to access photos (Husband worked on the app) and it can be resolved.

great opportunity here to research and explore a solution through a similar experience:

15/12/16, 9:26 am

Thank you for your message. Air NZ takes privacy seriously and respects the privacy of its customers. Air NZ takes privacy considerations into account when developing new processes, procedures, and applications.

The Air NZ android app does not access a user's photos without their knowledge, and does not access a user's gallery folder. However, in order for a photo to be uploaded to the Air NZ android app, the image must be saved locally within the app on a user's device. The process required to save the image locally is declared by the Google Play Store as an 'Access to photos' permission, hence why the permission is sought during the update process. The online team has confirmed that the image is only saved on a user's device, and Air NZ has no access to a user's photos (including the image chosen by a user).

Customers have the right to request a copy of the personal information Air NZ hold about them under applicable privacy legislation. Information on how to make a personal information access request is set out in the Privacy Policy.

A copy of Air NZ's Privacy Policy can be found here: airnewzealand.co.nz/privacy-policy

16/12/16, 6:33 pm

Thanks for the response and link. Appreciate also the deconstruction of the process of what's happening with the app and it's permission with the Google software, however, the issue still remains: the update still has the capability to access ALL files. Even though it's previously explained the app is only accessing one photo how is the user to know? Further to that, if granted, the user has given blanket permission and at any time the app could be developed with further updates to pull down or even search through any files and it now doesn't need to ask again for any further permissions. Would you advocate users to make a personal information access request every time the app gets updated to ensure the app is only accessing one photo or maybe you can suggest another way? As an aside, I requested my information as you outlined through the privacy policy page which took me to the general contact page and no indication of how to ask. In the end just went through general customer enquiries to request it so opportunity there to make that process more transparent. Been two days, no response. Back to the matter in hand - again, if this update and permission request is only for one absolutely tiny aspect of changing an avatar or background images then surely a better option would be for that to be done online? As for the privacy policy, it states any information the app can assess can be shared through your subsidiaries and third parties although these aren't specifically listed (some are further on in the page but many are general statements). Obviously, any files on a mobile phone which is now accessible through you app comes under this and therefore these other entities now have access to them as well. In the privacy policy shared also cites some information could be shared with others "that do not have comparable laws protecting the privacy of personal information." Again, a user who allows access to ALL files through this app even though it's not intended at this stage, has now given access to other agents to not only access it but wouldn't be covered by law or Air NZ privacy policy. You can see how now this one little access point has become MASSIVE in terms of destroying an individuals privacy and made Air NZ the conduit and in fact liable for these breaches as the user does not fully understand this. Maybe a solution to this is a legal document outlining that the update only does what you have outlined above and will in the future never do anything that deviates from that. Plus if any other agent, third party or subsidiary does access any other files Air NZ will be accountable and therefore fully liable and open to legal recourse by individuals. You can see how crazy this is. I'm actually trying to debate to retain access to ALL the files on my phone from a great brand whose trying to convince me it only wants access to one picture (which I believe) so if I wish I can change an avatar image. Surely there's a better use of this technology and more wiser approaches to ensure we're all protected and can trust each other whilst protecting users right to privacy? I await your considered response to the challenges outlined and solutions provided, thank you.

21/12/16, 4:11 pm

Hi DK, as previously advised, Air New Zealand has no access to a user's photos without their knowledge and does not access a user's gallery folder. Air New Zealand complies with applicable privacy laws. Under New Zealand privacy laws, any personal information collected by Air New Zealand can only be used for the purpose for which it is collected. Air New Zealand would therefore be required to notify customers and seek their consent if the purpose for which the Air NZ app requires access to the photos changed. We've passed your comments on to our privacy officers. If you have any further queries and feedback, please contact them directly atprivacyofficer@airnz.co.nz. ^LM

Yesterday, 9:43 am