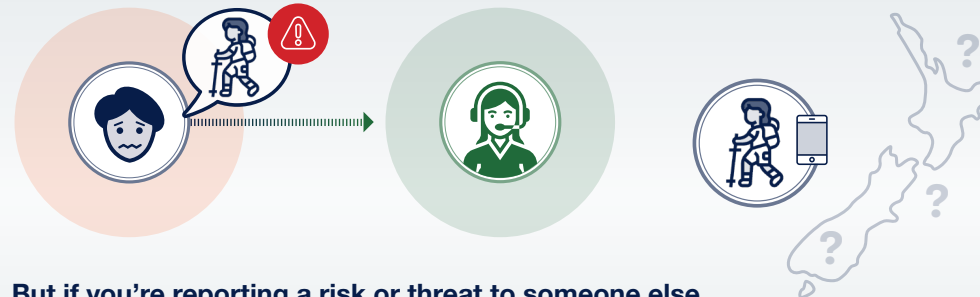




When you make a call to 111 from a mobile phone, the emergency services can see where you are calling from.

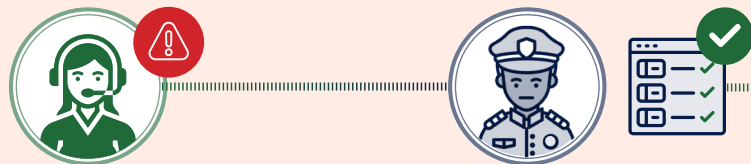


But if you're reporting a risk or threat to someone else, it has been a manual, time-consuming process for emergency services to get their phone location from mobile network operators.



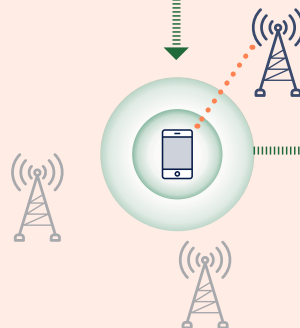
Now, the Device Location Information Service (DLI) lets the emergency services find the general phone location of a person in danger much more quickly - even when they are not making or answering calls.

Here's how the system works to protect New Zealanders' safety - and privacy.



When the emergency services assess that a person is at serious risk or threatened, they send a DLI request to an authorised commander within Police.

The commander must consider the reasons given, and the request can only be approved when they agree there is a serious threat to a person's life or health.



DLI technology automatically obtains an estimated location from the mobile network, and generates a map reference for the emergency services.



A text notification is sent to the person whose phone was searched for, providing DLI collection details and the reason for the search - unless circumstances make this unsafe.



Any person whose phone was searched for can ask questions about that. All searches, and the reasons for them, are regularly provided to the Privacy Commissioner.