

# What do I do if I receive spam?

## What is spam?

When we talk about spam we are referring to unsolicited email, fax, SMS TXT and other instant messages from an individual or a company marketing goods and services.

The Department of Internal Affairs is mandated under the [Unsolicited Electronic Messages Act 2007](#) which is designed to protect people from spam and create a safe and secure electronic environment for everyone.



## What type of spam does the Department look at?

The Department looks at three different types of spam:

- 1. Nuisance** – these are genuine promotional or marketing messages that are non-compliant with the Unsolicited Electronic Messages Act 2007
- 2. Scams and phishing** – these messages are designed to defraud you. The sender pretends to be a trustworthy organisation – like a bank or government agency – in an attempt to get you to provide them with your personal information
- 3. Malware** - refers to malicious software that is downloaded to your device typically for obtaining information or access to your network/device. Malware can be sent to victims via spam through attachments and links contained in the electronic message itself.

## How can I reduce the amount of spam I receive?

- Consider using different email addresses for your various online accounts. For instance, you might have one email address for shopping online and a different address for online news groups
- Do not link all your electronic addresses together; If one address is compromised in the chain it may be possible to compromise additional associated addresses
- Provide your personal email address only to people and organisations you know and trust.

- Ensure you understand what you are agreeing to online when subscribing to a service, making a purchase, entering a competition or downloading an application.
- Only download applications from trusted sources.
- Never open email attachments or click hyperlinks included in a message that you were not expecting or were sent from an unknown sender.
- Never provide personal or financial information such as passwords or credit card information to an unknown or untrusted person or website
- Use strong, unique passwords for each of your accounts and include two-factor authentication where possible

## I think I've gotten a spam message; how do I report it to you?

- **Email Spam:** If the email has no attachments then you can complete a short [online form](#). If the email has attachments or may be malicious you can simply forward it to [complaint@spam.govt.nz](mailto:complaint@spam.govt.nz)
- **Text Spam:** You can report text spam for free on your phone by forwarding the spam text message to 7726. DIA will contact you with details on how to complete a report.

For more information about how to avoid spam please visit:

- Te Tari Taiwhenua, Department of Internal Affairs <https://www.dia.govt.nz/Spam>
- Netsafe New Zealand: <https://www.netsafe.org.nz>
- Cert NZ: <https://www.cert.govt.nz>

