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**From:** Ben Fairless <contact@righttoknow.org.au>  
**Sent:** Tuesday, 27 October 2020 1:56 PM  
**To:** Higuchi, Erin  
**Subject:** Re: One further request for take down [SEC=OFFICIAL]

Hi Erin,

Thanks for your emails over the course of the last week. Please accept my apologies for the delay in responding, due to a technical reason I wasn't made aware of your emails until today.

As requested, we've actioned all of your requests based on the information you've provided. As usual, we don't take a view on if any content is defamatory or untrue, as we don't have the resources to investigate that.

In relation to Mobile Numbers, these should be redacted automatically. You don't need to prove public interest to request their removal, just send me through the details and I'll action it.

In line with our normal process, we will update each request to advise that we redacted names on the request based on information provided by the department.

We are obviously concerned that people are being abused due to their position. I've spoken about this publicly and it's not something that either I or the Foundation stands for. Has anyone engaging in that behavior referenced Right to Know (for example, by saying that they are the applicant of a specific request)? We take a zero tolerance approach to abuse on the platform, and are happy to assist if you can provide additional information that our platform is being used for that purpose.

Kind Regards,  
Ben

—  
Ben Fairless

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