

17 July 2024

## Privacy Statement and Information Sheet

### Privacy statement script for Cases:

- *“Before we continue, I want to reassure you that this call is confidential, and your information will be kept safe in accordance with the New Zealand Privacy Act.*
- *We may need to share some of your personal information with other agencies for health purposes and to ensure we meet our legal obligations. We may also share information for statistical and research purposes, but no information will be published in a form that could reasonably be expected to identify any individual.*
- *To prevent the spread of disease, we may need to talk to your contacts, and information about where you’ve been and your movements while infectious may need to be shared with others. While we do everything we can to make sure that you remain anonymous, in certain situations more information may need to be given to contacts to prevent or reduce a serious threat to public health – this will always be discussed with you first.*
- *If you would like more information about how your personal information is managed, please go to the Health New Zealand website, and look for our ‘privacy & security’ webpage.*
- *Our calls may be recorded for quality assurance and training purposes.”*

### Privacy statement script for Disease Contacts:

- *“Before we continue, I want to reassure you that this call is confidential, and your information will be kept safe in accordance with the New Zealand Privacy Act.*
- *We may need to share some of your personal information with other agencies for health purposes and to ensure we meet our legal obligations. We may also share information for statistical and research purposes, but no information will be published in a form that could reasonably be expected to identify any individual.*
- *If you would like more information about how your personal information is managed, please go to the Health New Zealand website, and look for our ‘privacy & security’ webpage.*
- *Our calls may be recorded for quality assurance and training purposes.”*

## **Notifiable Disease Management System (NDMS) Privacy Statement for Handouts**

### **The Notifiable Disease Management System (the NDMS)**

Health New Zealand - Health New Zealand uses a secure national electronic database to support the notification of infectious diseases and the accurate and secure recording of all notifiable disease case and contact activity.

Case investigation and contact tracing is a normal part of the management of all notifiable diseases. It's key to ensuring that we limit the spread of the disease.

This Privacy Statement outlines how Health New Zealand (referred to as "we" or "us") may collect, use, store and otherwise handle your personal information in NDMS in accordance with the Privacy Act 2020 and Health Information Privacy Code 2020.

We may update this privacy statement from time to time. This privacy statement was last updated on 17 July 2024.

### **What are the purposes of the NDMS?**

The purpose of the NDMS is to provide a national collection of notifiable infectious diseases and hazard events and to support case investigation and contact tracing. Information is collected and used for the following purposes:

- national and regional management, planning and reporting,
- auditing case investigation and contact tracing related services,
- quality improvements and statistical analysis,
- research purposes will be authorised by the Director-General of Health, if required and approval by an ethics committee has been given for that research and it will not be published in a form that could reasonably be expected to identify any individual.

Only authorised users who have been granted access credentials are able to access the NDMS, and these users will all be involved in case investigation and contact tracing related processes.

### **Is the collection of information voluntary?**

Under the Health Act 1956, the initial notification of laboratory results is mandatory, and medical practitioners are required to notify people who have or are suspected of having a notifiable infectious disease.

Depending on the risk associated with that disease, case investigation and contact tracing activities will be undertaken to limit the spread. Some information will be sourced from other databases such as test results and contact details without any direct contact with individuals.

Case investigators and contact tracers will always seek to work with individuals to obtain information on a voluntary basis as this information is so important. However, if necessary, the case investigators and contact tracers may use the provisions of Part 3 of Subpart 5 of the Health Act 1956 and require individuals and other persons to provide information on a mandatory basis in accordance with the provisions of that Act.

### **How long will your information be kept for?**

If we identify you as a positive case (or a probable positive case) then some information will become part of your health record. This health record information will be kept for at least 10 years from the latest interaction, as required by the Health (Retention of Health Information) Regulations 1996. Other information that is not relevant for the management of notifications, case investigations and contact tracing purposes will either not be recorded in the NDMS or will be regularly deleted (as required under by Archives New Zealand, General Disposal Authority 7).

All information is retained and deleted in accordance with the Health New Zealand Information and Records Management Policy.

### **Storing Information Securely**

We take reasonable steps to ensure your personal information is protected against loss, unauthorised access, use, modification, disclosure, or other misuse.

### **Access to and requests to correct the information**

You have the right to access any information we hold about you and ask us to correct it if you think it is wrong.

To access any personal information held by us, or if you wish to correct your information, please email: [HNZprivacy@tewhatuora.govt.nz](mailto:HNZprivacy@tewhatuora.govt.nz)

When making a request to access or change your information, please include:

- your name
- contact address (email or postal)
- contact phone number
- details of the information you want or want to correct - this needs to be as clear and specific as you can make it.

We may ask you for more details.

Please note that before we can provide you with your information or make any changes we need to be satisfied about your identity. To do so, we may need to ask you further questions or to view identification which establishes your identity.

### **Requesting information on behalf of someone else**

If you are requesting information on behalf of someone else, you will need to provide their authorisation or other documentation to support that you have the right to do so.

### **Queries or Concerns**

If you have any queries or concerns about how your personal information has been managed, please contact us to see if we can resolve the problem.

You can-

- Email us at [HNZprivacy@tewhatuora.govt.nz](mailto:HNZprivacy@tewhatuora.govt.nz)
- Write to us at Privacy Officer - Health New Zealand, PO Box 793, Wellington 6140, New Zealand.

If you're not satisfied with our response to your concerns, you can contact the Office of the Privacy Commissioner. For more information [see the Office of the Privacy Commissioner's website.](#)

## Notifiable Disease Management System (NDMS) Privacy Statement for Web

### The Notifiable Disease Management System (the NDMS)

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Case investigation and contact tracing is a normal part of the management of all notifiable diseases. It's key to ensuring that we limit the spread of the disease.

This Privacy Statement outlines how Health New Zealand (referred to as "we" or "us") may collect, use, store and otherwise handle your personal information in NDMS in accordance with the Privacy Act 2020 and Health Information Privacy Code 2020.

We may update this privacy statement from time to time. Please check this privacy statement regularly for modifications and updates. This privacy statement was last updated on **17 July 2024**.

### What are the purposes of the NDMS?

The purpose of the NDMS is to provide a national collection of notifiable infectious diseases and hazard events and to support case investigation and contact tracing. The NDMS is used to record information collected about people with, or suspected of having, a notifiable infectious disease and hazard events to identify the source of the infection and help prevent its spread.

This enables contact tracers to make contacts aware that they have been exposed and advise them to take appropriate precautions to keep themselves and their whanau safe. It will also be used to identify and manage the source of the disease, where appropriate.

The NDMS is used by Health New Zealand, National Public Health Services, and the Crown Research Institute of Environmental Science Research (ESR) to support the effective management of infectious disease by undertaking the following activities:

- national and regional management, planning and reporting,
- auditing case investigation and contact tracing related services,
- quality improvements and statistical analysis,
- research purposes will be authorised by the Director-General of Health, if required and approval by an ethics committee has been given for that research and it will not be published in a form that could reasonably be expected to identify any individual.

### Who will be able to see the information on the NDMS?

All access by those authorised users to information on the NDMS is tracked and monitored. Only authorised users who have been granted access credentials are able to access the NDMS, and these users will all be involved in case investigation and contact tracing related processes.

### How do case investigators and contact tracers use the NDMS?

Case investigators and contact tracers are specially trained, and authorised under the Health Act, to make inquiries of those people who have, or are suspected of having, a notifiable disease, and advise those who may be at risk of infection.

The NDMS assists case investigators and contact tracers by performing the following functions:

- **Receive notifications:** Recording the laboratory test results for notifiable diseases and receive notifications from medical practitioners for people who have or are suspected of having a notifiable disease.

- **Making contact:** Providing access to National Health Index (NHI) and National Enrolment Service (NES) information. This means we can make sure we have the correct identification of individuals and the most up to date demographic and contact details. Cases investigators and contact tracers may contact cases to gather additional information and undertake contact tracing, this may occur in person, via phone or through surveys and questionnaire (manual and electronic). Sometimes contact tracers will check in with cases and contacts to see how they are. This can be done either by phone call or online using NDMS.
- **Recording:** Storing case management information for notifiable diseases and all relevant contact tracing details.
- **Pathways:** All cases proceed along NDMS pathways that are clinically designed to minimise risk to cases, contacts and the general public.
- **Investigating:**
  - **Seeking information:** Sometimes it can be difficult to identify or locate cases or contacts. In these instances, we make inquiries outside of the NDMS to help locate them so they can be given the relevant information to help keep themselves and others safe.
  - **Exposure Events:** These are places where people may have been exposed to a disease. This could include, for example, a flight, a party at a bar, or a church service.

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#### **What steps are we taking to protect your privacy?**

We take your privacy seriously. NDMS processes ensure your personal information is managed appropriately.

Your personal information will be held and managed in accordance with the Privacy Act 2020 and Health Information Privacy Code 2020. Any information collected onto the NDMS will be held securely in compliance with Health New Zealand standards. Measures are in place to protect your information from unauthorised access. To deliver the NDMS service we use a secure Salesforce platform based on Amazon Web Services located in Sydney, Australia.

A Privacy Impact Assessment (PIA) has been completed for the NDMS. The PIA will be updated to reflect features and functionality of the NDMS.

#### **How long will your information be kept for?**

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