

Health Information Privacy Statement

Your health information and your privacy

We collect, use, store, and share your health information in accordance with the Health Information Privacy Code 2020 and other applicable laws. This statement explains why we collect your information, how we use and share it, and your rights.

Why we collect your information

We collect health information about you so we can:

- provide safe and effective care
- keep accurate health records
- coordinate your care with other providers
- meet our legal and funding requirements.

You don't have to give us your information. However, this may affect the care we can provide.

What information we collect

We collect information about you that includes contact and demographic details (for example your name, address, NHI number), your health history, symptoms, diagnoses, and treatment.

We usually collect this information directly from you, or from someone you have agreed we can speak to.

We also collect relevant information from other healthcare providers, such as hospitals, specialists, pharmacists, laboratories, screening programmes and health registries, where this is needed for your care. In some circumstances, we may receive information from other organisations, such as ACC, insurers, the Ministry of Social Development or Police, where this is authorised by law, necessary for your care, or with your consent.

For more details on how we use your information and privacy, see our online privacy statement or talk to our staff.

How we use your information

We use your information to provide you with medical care and treatment, coordinate your care with other providers, support the administration of our services, and meet our legal, professional and funding obligations.

Who we share information with

Most commonly we share information with:

Your healthcare team – doctors, nurses and other healthcare providers and professionals involved in your care, where the information is needed to provide services to you.

Our Primary Health Organisation (PHO) – relevant information is shared with our PHO for enrolment, funding, service planning, quality activities, and to support the services you receive.

Health New Zealand | Te Whatu Ora and the **Ministry of Health | Manatu Hauora** - we may share relevant information with these agencies where this is required or permitted by law, including for funding, planning, quality improvement, and administration of health services. Your information is also provided when you are registered for health programmes such as vaccination and screening.

Other ways that your information may need to be used and shared include:

- When a clinical audit is conducted by a qualified health practitioner, to review the quality of services provided to you.
- If we need to engage with the Health and Disability Commissioner or our professional advisors as part of responding to concerns about care and services provided.
- For research purposes, where, if required, approval has been given by an ethics committee, or you have consented to this, or you won't be identified.