

## MyWai Privacy Statement

We may update this privacy statement from time to time. Please check regularly for modifications and updates. The privacy statement was last updated: March 1 2025.



## Introduction

The MyWai system collects information that we need to support you and your whānau. MyWai is:

- Used to connect people, their whānau, and community health services.
- A place where information follows the person, and care providers contribute to the same record.
- Delivered and managed by Te Whatu Ora – Health New Zealand.

## What personal information we collect, and why

We may collect the following personal information from you:

- **Your core information:** name, contact details, NHI, ethnicity, iwi and hapu affiliations, etc. This information is needed to deliver services to understand which communities use them. This information is retrieved from the NHI interface/system, or may also be provided by you.
- **Problems / Diagnoses / Conditions / Needs:** Information about your health as it relates the services you have been referred to. This is needed so we can understand how best to support you. This information is collected directly from you, or may be retrieved by other health systems such as those used to store test results and medicines information.
- **Risks/Alert:** that people may need to understand in the process of delivering services to you.
- **Appointments:** Information relevant appointments with MyWai staff, or for other Northland hospital services, to try and ensure that we aim for sensible appointment times.
- **Medicines and Lab Results:** A history of known medications that you may be on, and known lab test results, are retrieved from national/regional systems to ensure we have picture to of your situation.
- **Other health issues:** Health issues and that relate to your health needs. This may include risks to you or to others. This helps our care providers understand relevant areas of your wellbeing, including your own wishes, story and plans, to help ensure you get the support they may need.
- **Whānau relationships and Other Contacts:** if you want to you can tell us about whānau and other contacts that you may want your care team to be aware of for some reason.
- **Your journey / care plan:** Your goals and targets that are part of your own care plan.
- **Care/Treatment Plans:** More specific plans that focus on addressing particular health needs.
- **Documents:** The documents, notes, and letters that are created to record topics about your journey with us, which may be important to keep a record of for you and for people who work with you.
- **Transfer of care:** information that may be useful to other people/organisations that may be supporting you, such as your GP, so that they can provide good continuity of care.
- **Consent:** We are responsible for helping you understand how we collect and use your information. We'll keep a note that we've talked to you about your privacy, and review the topic with you from time to time so that you can ask any questions you may have.
- **Referrals:** Electronic referrals that come through our hospital systems. These referrals come in from other health providers, such as GPs and hospital services who may have referred you to MyWai.
- **Address:** We use an address finder called 'ESAM' to make sure MyWai uses accurate addresses.

## Mandatory or voluntary?

We won't ask for information unless we need it to help you, or to keep you or others safe. If there's information you'd prefer not to provide, please talk to us about it. We will always respect the choices you want to make, and work with you to figure out a way forward.

## Other ways that we use your personal information

- Your information is also provided to the national PRIMHD database (“Programme for the Integration of Mental Health Data”), which is used to understand how mental health services are working. This leaflet provides more information: [What happens to your mental health and addiction information?](#).
- Your information is also provided to data warehouses in the Northern region. The Northern Region Data Platform, and the Northland Data Warehouse. These systems collect your data for national reporting on the national non-admitted patients collection (<https://www.tewhatauora.govt.nz/for-health-professionals/data-and-statistics/nz-health-statistics/national-collections-and-surveys/collections/>), the National Cost Collection Programme, and for general statistical and research purposes. None of these uses expose your data in any way that could identify you specifically.
- Data is also shared with the Northland Data Warehouse to present joined-up information about you needed by ward / administrative staff when you are admitted to hospital services as part of MyWai.

## Who can access your information?

Only your care team members will have access to all of your information. You can ask at any time if you would like to see a record of any changes to your team. Outside of your team, people will only see basic personal information.

## Sharing your information

Information from MyWai will sometimes be shared with other people, such as your doctor, or when we agree with you to involve someone else in your care.

## How long we hold your information

We only keep your personal information for as long as required for the reasons outlined in this privacy statement and in accordance with the law (for example the Health (Retention of Health Information Regulations 1996).

## Storing your 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 your 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. MyWai also has a mobile app, or website, you can use to access your information directly.

**To access any personal information held by us, or if you wish to correct your information, you can:**

- Use the mobile app to view your information, and communicate with your care team if there is anything you’d like corrected.
- If you don’t have the app you can email us at [clinical.records@northlanddhhb.org.nz](mailto:clinical.records@northlanddhhb.org.nz).

**If you email us, please include:** your name, contact address (email or postal), contact phone number, details of the information you want or want to correct.

Before we can help you with your request we need to be confident about your identity. To do so, we may need to ask further questions or to view identification to establish 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 and concerns about your information

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 [h.nzprivacy@tewhatauora.govt.nz](mailto:h.nzprivacy@tewhatauora.govt.nz); or
- Write to us at: Privacy Officer - Te Whatu Ora, 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 website here:

<https://www.privacy.org.nz/your-rights/making-a-complaint/>.