

Health information in New Zealand

is protected under the Health Information Privacy Code 2020 and the Privacy Act 2020, ensuring individuals' personal health data is collected, used, and shared securely and lawfully.

Legal Framework

The Health Information Privacy Code 2020 (HIPC) provides rules for health agencies regarding the collection, use, storage, , and disclosure of personal health information about identifiable individuals. It applies to public and private health providers, as well as agencies like the Ministry of Health, ACC, health insurers, and professional disciplinary bodies. The HIPC complements the Privacy Act 2020, which establishes general privacy principles and the role of the Privacy Commissioner to investigate complaints about privacy breaches.

Collection and Use of Health Information

Health professionals must collect information directly from the individual whenever possible and only gather information relevant to the health service being provided. Collection must be fair, transparent, and not unreasonably intrusive. Patients must be informed about why their information is collected and whether it will be shared with others. Health providers are responsible for ensuring the accuracy and currency of information in systems like the National Health Index (NHI).

Access, Correction, and Sharing

Individuals have the right to access their health records and request corrections if information is inaccurate. Health information can only be shared with others if it is necessary for treatment, care, or in exceptional circumstances such as preventing serious harm. The Shared Health Record allows secure sharing of health information across providers, with patients controlling what is shared and the ability to request a summary of access. All systems must comply with strict security standards, including the Health Information Security Framework and New Zealand Information Security Manual.

Guidance and Compliance

Health providers are guided by the Health Information Governance Guidelines (HISO 10064:2017) to ensure legal, secure, and efficient handling of data. Health NZ oversees access and use of health information, monitors compliance, and provides training to staff to maintain data quality and patient safety. Patients' privacy choices are respected, and providers must follow approved procedures for accessing and updating health records.

Summary

In New Zealand, health information privacy is strongly protected through a combination of the HIPC 2020, the Privacy Act 2020, and operational guidelines from Health New Zealand. Individuals have rights to access, correct, and control the sharing of their health data while health providers and agencies are obligated to handle this information securely, transparently, and responsibly.

Health Information Privacy Code

Rule IPP3A - Collection of health information other than from individual concerned

Third Party Agencies Incepted 1 May 2026

1. If a health agency collects health information about an individual other than from the individual concerned or from the individual's representative, the health agency must take any steps that are, in the circumstances, reasonable to ensure that the individual concerned, or their representative, is aware of:
 - (a) the fact that the information has been collected; and
 - (b) the purpose for which the information has been collected; and
 - (c) the intended recipients of the information; and
 - (d) the name and address of
 - (i) the health agency that has collected the information; and
 - (ii) the health agency that is holding the information; and
 - e) if the collection of the health information is authorised or required by or under the law, the particular law by or under which the collection of the information is authorised or required; and
 - f) the rights of access to, and correction of, health information provided by rules 6 and 7.

2. The steps referred to in subrule (1) must be taken as soon as is reasonably practicable after the health information has been collected (unless taken sooner).
3. A health agency is not required to take the steps referred to in subrule (1) in relation to the collection of health information if the individual concerned, or the individual's Health Information Privacy Code 2020 representative, has previously been made aware by any means of all of the matters specified in subrule (1) in relation to the health agency's collection of the information.

Ensuring third party agencies, and those we partner with, know their obligations regarding Rule IPP3A, incepted on 1 May 2026.

1. If an agency collects personal information indirectly, IPP3A requires it to take reasonable steps (unless an [exception](#) applies) to make sure that the individual concerned is aware of the following matters:
 - the fact that the information has been collected,
 - the purpose of the collection,
 - the intended recipients of the information,
 - the name and address of the agency that is collecting the information and the agency that holds the information,
 - if the collection is authorised or required by law, which particular law, and
 - their rights of access to, and correction of, their information.

<https://www.privacy.org.nz/resources-and-learning/a-z-topics/ipp3a>

<https://www.privacy.org.nz/assets/Codes-of-Practice-2020/Health-Information-Privacy-Code-2020-website-version.pdf>

Pinnacle Incorporated – Patient Health Information Privacy Statement

provided by Pinnacle Incorporated – in accordance with Health Information Privacy

Purpose

We respect privacy and confidentiality. The purpose of this document is to explain what information we collect about you and how data gathered by your health provider, as well as by Pinnacle as a primary health organisation and its affiliates, is used in providing health services to you.

To learn what a primary health organisation is and how this practice is connected please see our website <https://pinnacle.health.nz>

You directly consent to your health information being collected when you sign an enrolment form to register with a practice health provider.

Overview

- Maintaining your trust and privacy is important to us.
- We are bound by law to collect and retain data about the delivery of health services to you.
- We only collect and retain what we need to deliver health services for you and your whānau.
- We only use what we know to improve your health and the health of the community.
- We don't sell the information collected or retained to anyone.
- We only share what we know with people in the health system who we know will look after your information the way we do.
- We look after the information we hold about you and keep it secure.
- Your health record is your health record - you can see it, correct it, and know what we have done with it - just ask.
- From time to time, we may collect information about you from other health providers and health services involved in your care. Examples may include telehealth and virtual providers such as Practice Plus, and other healthcare or after-hours providers.
- If we collect information about you indirectly and you have not already been informed that this may occur, we will, where practicable, notify you. This may be done through your health provider's patient portal or other appropriate means.

What type of information is collected and how it is used?

- Information about you (such as your name, date of birth, gender, address, ethnicity, citizenship, NHI number).
- Information about your health.
- Information about the financial transactions around consultation charges.

The information collected will be:

- used for the delivery of health services by your health provider and Pinnacle
- used by Health New Zealand / Te Whatu Ora to give you a National Health Index (NHI) number or update any changes
- summary information is sent to Pinnacle and Health New Zealand / Te Whatu Ora to support both planning and general practice funding
- may be shared with your consent to specialist, public hospitals, other health providers or after-hours providers (such as Practice Plus) to support your healthcare
- used to determine eligibility to receive publicly funded services. Information may be compared with other government agencies but only when permitted under the Privacy Act.

Our obligations to you

Your privacy and the confidentiality of your information is important to us and a legal requirement.

- Your health information may be reviewed by an auditor either checking on health matters or as part of a financial audit, but only according to the terms and conditions of Section 22G of the Health Act or any subsequent applicable Act.
- You don't have to consent for your health information to be shared, however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- Your privacy is our priority. We will keep your information secure and prevent unauthorised access. We work with a range of data sources and platforms, and we constantly evaluate our systems and processes to ensure we are using the latest technologies to increase security.

Right to access and correction

- You have the right to access your health information and have it corrected.
- You don't have to explain why you're requesting the information, but you may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee to cover reasonable costs to provide that information.
- You have the right to know where your information is kept, who has access rights, and if the system has audit log capability who has viewed or updated your information.
- If asking for your health information to be corrected, your health provider should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.

Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

Consent options

If you do not agree to have any of your information collected, we may not be able to provide health services to you. Please discuss this with your health provider if you have concerns.

Visiting another practice

If you visit another practice which is not your regular health provider, you will be asked for permission to share information from the visit with your regular health provider.

If you have a High User Health Card or Community Services Card and you visit another health provider which is not your regular practice, they can make a claim for a subsidy, and the health provider you are enrolled with will be informed of the date of that visit. The name of the practice you visited and the reason(s) for the visit will not be disclosed unless you give consent.

Complaints

If you're not happy with the way your health information is collected or used, you can talk to the privacy officer of your health provider about your concerns.

By law, all health organisations are required to have a privacy officer.

For specific questions related refer to the privacy section on the Pinnacle Website – <https://www.pinnacle.co.nz/privacy-policy>

www.pinnacle.co.nz | Level 3, 711 Victoria Street, PO Box 983, Hamilton 3204 | 07 839 2888

Te Awamutu Medical Centre

partners with Pinnacle Incorporated, a private organisation that provides administrative services and works with this Practice to improve the quality and the range of health services provided by this Practice.

They use patient information to process claims for free or partially funded services through Primary Options and more. See their comprehensive Patient Health Information Privacy Statement on this page for more information.