Health New Zealand
Te Whatu Ora

MINISTRY OF HEALTH
MANATŪ HAUORA

2 March 2026

Re: Upholding information security standards

Kia ora

As an organisation supporting the delivery of healthcare, we remind you of our expectations around safeguarding New Zealanders' health information.

You will be aware of recent high-profile breaches at third party digital health providers that impacted patient information, caused distress to people and eroded confidence in the use of digital health services.

All New Zealanders must have trust and confidence their private health information is appropriately managed and safeguarded. While reviews of these breaches are ongoing, it is apparent there is variation in protective standards among digital health suppliers.
If your organisation is responsible for the security and protection of health data, we expect proactive steps are taken to meet the following requirements.

- Health sector organisations must be aligned to HISO 10029:2002 and the Health Information Security Framework (HISF) which defines policies and procedures for establishing and maintaining security of health data and systems: Security frameworks – Health New Zealand | Te Whatu Ora.
- As a minimum, all organisations that access, collect, manage or share personal health information must comply with the National Cyber Security Centre's Minimum Cyber Security Standards - Cyber Security Capability Maturity Model Level 2 (CS-CMM 2): https://www.ncsc.govt.nz/protect-your-organisation/capability-maturity-model/

We require a specific focus on the use of access controls and Multi-Factor Authentication (MFA) aligned to the CS-CMM 2 standards.

The protection of patient data systems and New Zealanders' personal information is critical.

We look forward to your contribution toward this collective effort.

Ngā mihi

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