How we are managing your personal information - Information for travellers arriving at New Zealand Borders

A number of New Zealand government agencies are working together to make New Zealand’s borders safe to limit the transmission of COVID-19 in New Zealand. To meet this objective, it is necessary for secure and accurate records to be created and maintained about people arriving in New Zealand.

This document explains what information is collected about you, what it is used for and how it is managed.

Why are we collecting information about you?

It is necessary to collect information about you to manage your arrival in New Zealand, your progress through a Facility, and into our community. The purposes for which information is collected about people arriving in New Zealand include:

- We need to plan for people’s arrival at the border. This includes doing health checks at the border and transporting people to Facilities if required.
- When people request a placement in a Managed Isolation or Quarantine Facility (Facility), we need to enable and confirm this placement.
- We need to support COVID-19 testing requirements for people who arrive at New Zealand’s borders and those who stay in a Facility. This requires allocating a National Health Index number to the person’s unique record.
- We need to support any separate medical care requirements for people. This also requires allocation of a National Health Index number.
- We need to identify and plan for the release date of each person from a Facility.
- We need contact details for people who are required to pay for their stay in a Facility, in order to ensure charges payable under the COVID-19 Public Health Response (Managed Isolation and Quarantine Charges) Regulations 2020 can be recovered. This information includes confirming the length of time they have stayed in a Facility.
- We need to be able to contact people after they are discharged from a Facility or leave the border arrival point – for example for contact tracing, health checks and keeping in touch. This will require you to provide current New Zealand contact details. You may also be invited to participate in surveys.
- In the case of Quarantine Free Travel information will be collected to enable our contact tracers to locate you if we need to advise you that you may have been exposed to COVID-19, or if it becomes necessary to pass on any messages about your travel from a Quarantine Free destination.
- If you have travelled overseas and you may have been exposed to COVID-19 we will need to identify when and where you travelled and provide information to those other countries about your potential exposure.
- We need to arrange transfer of individuals who don’t enter New Zealand to and from maritime vessels as required.

1 In accordance with the Orders made under the COVID-19 Public Health Response Act 2020
• We do reporting, planning, surveys and analysis to support the above objectives.

**What happens to your information?**

The information collected will be shared only with those Government agencies directly involved in assisting with the public health response to COVID-19 at the borders (as detailed above), when they need to see that information to perform their duties.

As the information is retained on electronic databases held by each agency, it is subject to access controls. Only those limited agency employees with a need to see specific information are permitted to have access to it.

**What information is collected about you?**

The information will include:

<table>
<thead>
<tr>
<th>What</th>
<th>Why</th>
<th>Who will see it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your name, date of birth, sex, nationality, and passport number</td>
<td>To identify you, and to meet the purposes outlined above.</td>
<td>Those who need to know who you are when you arrive in New Zealand, move through a Facility and move out into the community*. Your nationality and passport details will only be viewed in limited circumstances</td>
</tr>
<tr>
<td>Your National Health Index (NHI) number will be linked to your identity details.</td>
<td>This is to enable management of the COVID-19 testing you must complete and any health care you require</td>
<td>Those who are involved in providing medical or wellness services to you including testing requirements</td>
</tr>
<tr>
<td>The date and time of flight (or other arrival method)</td>
<td>This will help manage testing, Facility resourcing and Facility departure dates</td>
<td>Those who need to manage your arrival into New Zealand and conditions related to that arrival and your stay in New Zealand, or if contact tracing is required</td>
</tr>
<tr>
<td>The arrival vessel identifier, where you departed from, where you arrive in New Zealand, and whether you are a passenger or crew</td>
<td>These are all collected to assist in management of current COVID-19 related risks and in the event that subsequent contact tracing is required if a case is subsequently identified</td>
<td></td>
</tr>
<tr>
<td>Information Type</td>
<td>Description</td>
<td>Purpose</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Your Facility or vessel location, and associated testing dates and departure date</td>
<td>These are recorded to manage your safe transit through your isolation or quarantine time frame and may also be used in relation to any Charges you may be required to pay.</td>
<td>Those involved in managing your stay, contact tracers or reporting on the Facility operations or billing for Facility stays.</td>
</tr>
<tr>
<td>Details about your stay in a Managed Isolation or Quarantine Facility</td>
<td>These details are recorded during to manage your stay in the Facility.</td>
<td>Those involved in managing your stay, contact tracers or reporting on the Facility operations or billing for Facility stays.</td>
</tr>
<tr>
<td>Your New Zealand contact details</td>
<td>These will be collected from you so that you can be located, if necessary, after you depart a Facility or your arrival point. This can be to assist with contact tracing, follow up care or to seek your voluntary participation in survey response activity. They will also be made available to MBIE for contact purposes if you are subject to Facility charging requirements.</td>
<td>Those involved in contact tracing, billing for Facility stays, follow up medical checks or surveys.</td>
</tr>
<tr>
<td>Your travel details if you have left New Zealand</td>
<td>We will collect these when required from multiple sources so that we can find you or contact officials in those other countries so that they can contact you.</td>
<td>Contact Tracers and those officials overseas who need to manage your information to help keep you and others safe.</td>
</tr>
</tbody>
</table>

*Police may also complete a safety check with your identification details and arrival details so that it can be identified if your arrival or Facility placement needs to address any risk management issues for the safety of yourself and others. This is controlled under the provisions of the Customs and Excise Act and the Office of the Privacy Commissioner has been consulted on this process.

**How is this information collected from you?**

The above information will be collected from you via the initial allocation process or from Nau Mai Rā (from the websites for this purpose), from flight or vessel arrival information held about you by the Immigration and Customs services, and from you when you attend a Facility or otherwise provide information to us. Information from existing Government databases (such as your National Health Index number) may also be added to your information where appropriate.

If you interact with a medical professional when you are staying in a Facility, they may record clinical interactions with you. This clinical information will be managed...
by the relevant District Health Board and access restricted to those who need to see it. There may be related disclosures relevant to the clinical services provided to you in each instance, including laboratory, prescription or other referral services as required.

Will my information be secure?

Your personal information will be held and managed in accordance with the Privacy Act and Health Information Privacy Code. Each agency operates a secure electronic database that holds the information that is relevant to the activities that they are conducting. At Facilities, the information is securely held so that employees from multiple agencies can access the information they need to perform their role assisting in Facility management, but they are only able to view the information that is necessary for their role.

Strong measures are in place to protect your information from unauthorised access. Access is limited to authorised users, and that access is recorded and can be audited.

Is it mandatory for my information to be collected?

If you intend to arrive at the New Zealand border and / or are required to reside in a Facility then all of the information identified above will be collected and maintained as indicated. This is so that identified COVID-19 related risks arising at the New Zealand border can be managed consistently and safety.

Your test results and details of your daily health checks while in MIQF will be recorded on a separate Ministry of Health / DHB managed clinical management system. It is however your choice as to whether you wish to discuss any of your other personal health matters with the clinicians, but if you do, that information will be securely recorded on that clinical management system.

How long will my information be kept for?

The information will be retained for the duration of the pandemic (until the COVID-19 Public Health Response Act 2020 is repealed).

Health record information stored on the clinical management system will be retained as required by the Health (Retention of Health Information) Regulations.

How can I view or change my information?

To view any personal information held by us about you, or if you have any concerns or questions about the personal information that we hold and wish to request a correction, please write to:

The Privacy Officer
Ministry of Health
PO Box 5013
Wellington
Email: covid-19.privacy@health.govt.nz

We will require proof of your identity before being able to provide you with any personal information.

**Who can I contact if I have a privacy concern?**

If you have concerns about your privacy, please contact us first using the contact details above. If you are not satisfied with our response to any privacy-related concern you have, you can contact the Office of the Privacy Commissioner on [https://privacy.org.nz/about-us/contact/](https://privacy.org.nz/about-us/contact/).

**More information**

If you want additional information the Ministry of Health has an additional Privacy Statement that you can view [here](https://privacy.org.nz/about-us/contact/) about its National Border Solution (used to assist with health-related checks at the borders, management of Facility stays and contact tracing in the borders environment) and the Border Clinical Management System used by District Board Health staff to manage health matters of those in a Facility. Your medical practitioner can request a transfer of your health records if required. You will also have a chance to ask for a transfer of your health records to a medical practitioner of your choice when you leave a Facility.

If you want additional information about the Managed Isolation Allocation System, you can view their privacy statement [here](https://privacy.org.nz/about-us/contact/).