

Privacy and Security Statement – Case and Close Contact Daily Check-in Process

All of us in New Zealand are facing the challenges of COVID-19 together.

One of the tools the Ministry of Health is using to limit the transmission of COVID-19 is the National Contact Tracing Solution (NCTS). This is a secure database managed by the Ministry of Health and is used to support Contact Tracers. It also helps monitor individuals who may have been exposed to COVID-19.

What is the Daily Check-in process?

The NCTS will be used to record the responses from people who are required to complete the Daily Check-in process. This process is to determine if they are exhibiting any possible symptoms of COVID-19.

You may be required to complete a Daily Check-in if you are a Case or a Close Contact of a confirmed or probable Case of COVID-19. You will generally be required to self-isolate and use the Daily Check-in for a period of approximately 14 days. This time frame will be determined in discussion with public health system representatives.

The Daily Check-in can be completed by responding to regular phone contact from a public health representative, who will record your responses in the NCTS. If given the choice, you may instead complete the Daily Check-in by a web interface with the NCTS.

What is the purpose of the Daily Check-in?

Personal information collected during the Daily Check-in process will only be used as part of our public health system response for the purposes of the COVID-19 pandemic response. It is a regular monitor of any potential COVID-19 related health symptoms you may experience and will enable you to advise if you require any related assistance.

What steps are we taking to protect your privacy?

We take your privacy seriously. We have engaged with the Office of the Privacy Commissioner during development of NCTS processes to ensure your personal information is managed appropriately.

A Privacy Impact Assessment (PIA) has been completed for the NCTS. You can look at the latest version [here](#).

What happens to your information?

Any information you share with the Ministry via the NCTS Daily Check-in will not be shared with other Government agencies unless they are directly involved in assisting with the public health response to COVID-19. We will contact you for additional information if your responses indicate that is necessary.

If you are requested to complete the Daily Check-in process it is mandatory that you do so. Depending on your circumstance you may be provided the option of completing the Daily

Check-in through an online survey that will be sent to your email address, otherwise you will be called by a Public Health representative. The information you provide as part of the Daily Check-in process will be recorded on your Case or Close Contact record, (depending if you are being managed as a Case or a Close Contact) to support us to monitor your isolation and to support COVID-19 disease tracking and monitoring services.

Will my information be secure?

When you provide your personal information for the NCTS Daily Check-in it will be held securely in compliance with Ministry standards. Your personal information will be held and managed in accordance with the Privacy Act 1993 and Health Information Privacy Code 1994.

Strong measures are in place to protect your information from unauthorised access. Access to the NCTS is limited to only authorised users, and that access is recorded and can be audited. In order to deliver the NCTS services we use Amazon Web Services (AWS) located in Sydney, Australia.

How long will my information be kept for?

Information you provide about yourself to enable the NCTS Daily Check-in, including your name and contact details and the fact you have completed (or not completed) the Daily Check-in process, will be stored for the duration of the COVID-19 pandemic response. Then it will be deleted. If you are not symptomatic, the symptom details returned in the Daily Check-in will be deleted within six months.

Information about the health records of any positive Cases will be retained as required by the Health (Retention of Health Information) Regulations.

Other information held on the NCTS, including identification and physical address(es), will be stored for the duration of the COVID-19 pandemic response, and then deleted.

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: information@health.govt.nz

We may 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're not satisfied with our response to any privacy-related concern you may have, you can contact the Privacy Commissioner:

Office of the Privacy Commissioner
PO Box 10-094
Wellington
New Zealand

Phone: 04 474 7590

Email: enquiries@privacy.org.nz