

Privacy Statement - COVID-19 Contact Tracing Form

Te Whatu Ora has developed the COVID-19 Contact Tracing Form to support anyone who has tested positive for COVID-19 to self-report information online to contact tracers and to agencies working with the Care in the Community services.

You can only upload information if you have been sent an access code with your text notifying you that you are a positive Case. This access code will be provided by SMS (text) to the mobile number you provided when your test was reported, or from other mobile phone numbers that Te Whatu Ora holds about you (for example if you supplied a mobile phone number when you used Book My Vaccine or recorded a mobile phone number when you enrolled with your general practitioner).

The information collected via the COVID-19 Contact Tracing Form will be used for contact tracing and Care in the Community related purposes for the COVID-19 pandemic response. This includes helping you with your health, welfare and self-isolation needs. It may also help us to identify other people who may have been exposed to COVID-19 to make them aware they may be infected and to limit further spread of COVID-19. We will share information we collect only with agencies who are helping with these COVID-19 related tasks.

Use of the COVID-19 Contact Tracing Form is voluntary, although we recommend you do complete it as some of the information you supply will help us to identify if you have specific health, welfare or self-isolation needs. Each positive case who does not use the COVID-19 Contact Tracing Form may still need to inform a contact tracer about the same information in accordance with Health Act requirements if they are called.

What information we'll ask for

We will require information to help us identify the following:

- How best to contact you, and where you will be self-isolating, so that we can make sure you can access the right help
- What your symptoms are, and when you began experiencing them, so we can work out your infectious period, and also so we can assist if you require healthcare or other support
- If you want to advise you are a disabled person, tāngata whaikaha, or a person living with a disability, so we can help you with your specific needs
- Any underlying health conditions, or serious symptoms, so that we can prioritise support for people more likely to get sick and the Care in the Community team can identify who may need to be contacted swiftly to provide clinical support
- When you might have been in contact with other people at high risk locations and who those people were. You can choose to upload your Covid Tracer Digital Diary Bluetooth records to assist with this. We will contact them to let them know they may have been exposed to COVID-19
- Who is in your household, to identify who else may require assistance with managing the risk of infection or related care needs.
- We will also send you a 'release' reminder text to confirm you have reached the end of your 7-day period of isolation as a Case, based on the information we hold about you.

Each screen will clearly outline the details we require you to complete. Your access code will last for three days, so you can re-enter information multiple times during that three-day period if you wish.

If you are completing the form on behalf of someone else, you'll need them to confirm with you that you have their consent to do so (or otherwise be properly authorised to obtain or disclose that other person's information, for example caregiver for a child).

Contact Tracers and those agencies working as part of the Care in the Community response will assess the information you provide to the COVID-19 Contact Tracing Form and will respond to you by call or email if they consider it necessary. They may check with you the details you have provided, and provide additional direction or advice to you.

We will use the information you submit for purposes directly related to COVID-19 and its management (including analysis, reporting and planning nationally and regionally). The information collected may also be used for statistical analysis and help to identify ways in which we can improve our services. Any information used in this way will not identify you personally.

Keeping your information safe

Your personal information will be held and managed by Te Whatu Ora in accordance with the Privacy Act 2020 and Health Information Privacy Code 2020. Section 92ZZG of the Health Act 1956 provides that information provided or obtained by a contact tracer under the Health Act may not be used or disclosed by anyone except for the effective management of infectious diseases. Care in the Community is part of that effective management response. The purposes for the COVID-19 Contact Tracing Form include identifying your potential contacts to help keep them and the community safe, and your health and welfare needs and the needs of your household. All of these purposes are consistent with the effective management of infectious disease, to help support you and minimise the spread of COVID-19.

We recommend you password protect your device. Once you have started the COVID-19 Contact Tracing Form, your answers will be encrypted and stored within our secure systems. The encryption means that unless someone else has access to your unlocked device, nobody can read your answers until you finish the form and choose to submit it. If you do not submit the form the information will be automatically deleted when your access code expires.

When you submit the form, we will collect the information via a secure Amazon Web Service (AWS). Any information you submit will be stored in the National Contact Tracing Solution (NCTS). The NCTS is a secure Salesforce platform based on Amazon Web Services (AWS) located in Sydney, Australia. The parts of the information relevant to your healthcare will also be recorded in the COVID Clinical Care Module (CCCM), the clinical system supporting management of Care in the Community.

Information you choose to share with us will be held securely in compliance with Te Whatu Ora standards. Security measures are in place to protect your information from unauthorised access. All access to your information by authorised users is tracked and monitored.

How long will your information be kept for?

Information will be held on the NCTS and on CCCM. Information about the health records of positive cases will be retained as required by the Health (Retention of Health Information) Regulations, and other information will be stored for the duration of the COVID-19 pandemic response, and then deleted (or de-identified).

How can you view or change any information about you?

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
Te Whatu Ora
PO Box 5013
Wellington

Email: hnzprivacy@health.govt.nz

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

Contact us

If you have concerns about your privacy, email hnzprivacy@health.govt.nz. If you are not satisfied with our response to any privacy concerns, you can contact the Office of the Privacy Commissioner. <http://privacy.org.nz/about-us/contact/>