

# The National Border Solution (the NBS) Privacy Statement

The Ministry of Health is supporting the public health response to COVID-19 by use of technology systems. To enable secure and accurate records to be maintained for those arriving at the New Zealand borders, the Ministry will operate the National Border Solution (NBS).

## Purpose for the NBS

The NBS is an electronic register that assists with the public health response to COVID-19, including management of border arrivals to meet applicable requirements under relevant Orders or Notices, both at and after arrival.

This enables the following matters (as applicable) to be accurately recorded and managed, in a timely manner:

- Management of those required to reside in Managed Isolation and Quarantine Facilities (MIQF), to support COVID-19 testing, isolation or other requirements of those arrivals.
- Transfer of individuals, including to and from MIQF and maritime vessels.
- Management of dates and result recording for border arrivals entering the New Zealand community, for example Rapid Antigen Tests (RATs).
- Contact Tracing if required in the relevant phase of the pandemic response, where a Case is identified at the border.
- Sending public health messaging where required.
- Administrative activities to assist in operation of the NBS, such as creation of a health identity record to link those under management to a National Health Index number (or Border Health Record if they are not New Zealand residents).
- Charging and contact details for those required to pay for their MIQF stay.
- Reporting, planning, surveys and analysis to support the COVID-19 public health response.
- Support for the Border Clinical Management System (BCMS), which is used to record clinical details of MIQF Guests for the duration of their time in MIQF. Access to identifiable clinical health information will be restricted to qualified health professionals.
- In future, enabling those who established their vaccination status at the border to obtain a Vaccine Pass they can use to attend restricted locations requiring presentation of a Vaccine Pass.

## What information is collected about me?

Information for NBS is collected from a number of sources, including the New Zealand Traveller Declaration (NZTD) System process, and Advanced Passenger Processing information (collected prior to airline arrival in New Zealand) to support the public health response to COVID-19. This information will include:

- Name, date of birth, sex, nationality, passport number (for Travellers) for identity purposes, and your contact details to contact you. The date and time of flight (or other arrival method) are captured to help manage testing and departure dates and to manage resourcing of the MIQF, Self-Isolation, or post arrival testing requirements. The arrival vessel identifier, and departure and arrival dates and times prior to arrival in New Zealand, and whether you are a passenger or crew.
- The NBS will then link each individual's National Health Index (NHI) number (for New Zealanders) or Border Health Record number to these identity details to enable management of the testing that must be completed and any other associated health care.
- MIQF or vessel location, and locations of individuals in Self Isolation and associated testing dates and departure date are all recorded within the NBS.
- Your contact details will be collected from NZTD and may be used to contact you, if necessary. This can be to assist with contact tracing, follow up health checks or testing requirements, to seek your voluntary participation in survey response activity, or provide relevant public health messaging. Your contact details will be provided to MBIE for contact purposes if you are subject to MIQF charging requirements.
- The BCMS will collect your name, date of birth, NHI number and clinically related information obtained from you. Clinicians with access rights to the BCMS will use this to manage your test schedule, and any medical requirements you may have during your MIQF stay.

## What happens to your information?

The clinical information on the BCMS will be managed by the relevant District Health Board and access restricted to those who need to see it, for example those conducting testing services or providing medical assistance. There will be disclosures relevant to the services provided to you in each instance, including laboratory, prescription or other referral services as required.

Any information recorded on the NBS will be shared with other Government agencies only when they are directly involved in assisting with the public health response to COVID-19.

## Will my information be secure?

Your personal information will be held securely and managed in accordance with the Privacy Act and Health Information Privacy Code.

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. In each case only authorised individuals will be able to access the NBS or the BCMS when that is necessary for the COVID-management related activities they are responsible for performing.

In order to deliver the NBS services we use a secure platform hosted on Amazon Web Services (AWS) located in Sydney, Australia.

## Is it mandatory for my information to be collected?

The [Gazette Notice](#) issued under the [COVID-19 Public Health Response \(Air Border\) Order 2021](#) for the NZTD System details the information that must be provided under clauses 24

and 25 of the Air Border Order to support the public health response to COVID-19. If you arrive at the New Zealand air borders, or are required to reside in a MIQF, it is mandatory that your information be retained on the NBS.

Maritime arrivals will be managed by the New Zealand Customs Service in accordance with the Maritime Border Order requirements in relation to the COVID-19 Public Health Response.

Your test results and details of your daily health checks while in MIQF will be recorded on the BCMS. It is however your choice as to whether you wish to discuss any of your personal health matters with the clinicians, but if you do, that information will be securely recorded in the BCMS.

## How long will my information be kept for?

NBS 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 BCMS will be retained as required by the Health (Retention of Health Information) Regulations (for a minimum of ten years from the date the services were last provided).

## 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](mailto:COVID-19.privacy@health.govt.nz)

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

Your medical practitioner can request a transfer of your BCMS health records if required. You will also have a chance to ask for a transfer of your records to a general practitioner when you leave MIQF.

## 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/>.