

Privacy Statement – Heart Health Plan

This Privacy Statement sets out how Te Whatu Ora (“Te Whatu Ora”, “we” and “us”) collects, uses, and shares health consumers’ personal information when providing the Heart Health Plan service, API, software, application, product, or website (collectively the HHP Service).

We may update this privacy statement from time to time. Please check this privacy statement regularly for modifications and updates. This privacy statement was last updated on **15 May 2023**.

What is the purpose of the Heart Health Plan?

The Heart Health Plan (**HHP**) is a care planning tool designed to:

- help consumers understand the outcome of their cardiovascular disease risk assessment (CVDRA)
- empower consumers to take steps and set goals to make behavioural changes to lower their risk of a future cardiovascular event
- help health practitioners support consumers on their heart health journey.

The HHP Service generates a two-page document that can be provided to the consumer after a heart health-related conversation, as a reference document to inform them of their estimated cardiovascular disease risk score and factors that contributed to it, and also captures key goals and steps the consumer could take to reduce their CVD risk which are specific to the consumer’s life situation.

HHP uses consumer’s CVDRA score obtained from the [Te Whatu Ora provided CVDRA tool](#) or any other CVDRA tool aligned with [NZ HISO 10071:2019 CVD risk assessment data standard](#) and using the equations from [Cardiovascular Disease Risk Assessment and Management for Primary Care 2018](#) to calculate CVD risk score.

The HHP is a national service provided by Te Whatu Ora to New Zealand health providers at the primary and community care level. It is not mandatory to participate in the Heart Health Plan Service.

What kinds of information do we collect?

To create a Heart Health Plan, we collect consumer’s CVD risk score obtained from the Te Whatu Ora CVDRA Service or another third party CVDRA tool.

The privacy statement for Te Whatu Ora’s CVDRA service can be found [here](#).

To prepare a customised HHP for the health consumer, the following information is additionally collected:

- First name (printed on your HHP)
- Planned next visit date
- National Health Index number of the consumer
- The selected ‘Things that help’ HHP advice tiles (up to 3) which describe the key actions the consumer can take to help lower their CVD risk.
- Goals and steps.

Te Whatu Ora may also collect consumers' feedback on using the Heart Health Plan service.

What purposes are we collecting the information for?

Heart Health Plan

The following information is collected for the purpose of creating your personalised HHP:

- Your first name (your name will be printed on the HHP)
- Your goals and steps as typed into the HHP by your health professional.

Te Whatu Ora does not use this information for any other purpose.

HHP Service Uses

The remainder of the information (CVDRA score, next planned visit, NHI, 'things that help') you provide as part of the HHP Service and contributing CVDRA calculation may also be used by Te Whatu Ora for:

- **Healthcare planning:** Improving healthcare service planning and supporting decision making in policy development to increase equitable health outcomes for New Zealanders.
- **Research and statistical purposes:** Researchers with appropriate permissions can use the HHP Service data on its own or in combination with CVDRA data (when available) and other datasets to further develop and refine the HHP Service as well as New Zealand-specific CVD risk calculation algorithms, or for other health and wellbeing research. The default mechanism for sharing is to provide de-identified data. In some instances, third parties may need access to identifiable data. In these instances, approval from the Health and Disability Ethics Committee (HDEC) will be required, or from an appropriate data governance review process, prior to any identifiable information being provided. Users of identifiable data are required to abide by strict conditions for the use and storage of the information to protect its security and privacy.
- **Publication:** We will publish or allow a third-party with the appropriate permissions to publish findings from research and analytics as aggregate data. Health consumers (individuals) will never be identified in any research findings or reports.
- **HHP system support:** We use the data to identify and analyse operational and performance issues of the HHP Service. We use aggregated data for analytics and reporting on the Service usage and other operational metrics.

Who do we share information with?

We will only share HHP data with a limited set of organisations, in accordance with the Privacy Act 2020 and Health Information Privacy Code (including where it is consistent with the purpose of collection), and it has been through an appropriate Data Governance approval process.

Our trusted service providers who help us to provide this HHP Service and our authorised system support staff have access to the HHP data. All access is tracked and can be audited.

How is your information stored and protected?

Your personal information will be held and managed by Te Whatu Ora in accordance with the Privacy Act 2020¹ and Health Information Privacy Code 2020² and overseen by the Te Whatu Ora Data Governance Group.

Information that you choose to share with us will be encrypted and held securely in compliance with Te Whatu Ora standards. Security measures are in place to protect your information from unauthorised access.

We use Microsoft Azure Services in Australia to deliver the CVDRA Service. The data is hosted in an operational datastore hosted on the Azure server(s) in Australia.

How long will my information be kept for?

We comply with the current Health Information Retention Regulations³. We will keep the information for the minimum retention period of 10 years from the date we collect the information.

How can I view or change my information?

You have the right to access any information we hold about you and ask us to correct it if you think it is wrong.

To access any personal information held by us, or if you wish to correct your information, please email lrc@health.govt.nz

When making a request to access or change your information, please include:

- your name
- contact address (email or postal)
- contact phone number
- details of the information you want or want to correct - this needs to be as clear and specific as you can make it. We may ask you for more details.

Please note that before we can provide you with your information or make any changes we need to be satisfied about your identity. To do so, we may need to ask you further questions or to view identification which establishes your identity.

Queries or concerns?

If you have any queries or concerns about how your personal information has been managed, please contact us to see if we can resolve the problem. You can-

- Email us at hnp@health.govt.nz
- Write to us at Privacy Officer – Te Whatu Ora, PO Box 793, Wellington 6140, New Zealand

If you're not satisfied with our response to your concerns, you can contact the Office of the Privacy Commissioner. For more information see the [Office of the Privacy Commissioner website](#).

¹ [Privacy Act 2020 No 31 \(as at 28 October 2021\), Public Act Contents – New Zealand Legislation](#)

² [Office of the Privacy Commissioner | Health Information Privacy Code 2020](#)

³ <https://www.legislation.govt.nz/regulation/public/1996/0343/latest/DLM225616.html>