



**Lakes District Health Board**  
Corner Arawa and Ranolf Streets (Pukeroa Street)  
Private Bag 3023, Rotorua Mail Centre  
Rotorua 3046, New Zealand

16 November 2021

Amy Van Wey Lovatt

E mail: fyi-request-16696-5b9070cc@requests.fyi.org.nz

Dear Amy

Subject: Official Information Act request re: DATIX

Thank you for your request for further information under the Official Information Act received by Lakes DHB on 19 October 2021. Please see the following answers to your extra questions in response to an earlier OIA.

***My Question 1: Please clarify as to whether the incident reports submitted into the regional Datix system (all 5 hospitals) are shared on the same server, which is also shared with the Health Quality & Safety Commissioner?***

Your Response: Te Manawa Taki DHBs have their own shared instance of Datix.

***I request for clarification. Are all reports in the regional Datix system located on one server, or multiple servers? Are all reports entered by members of your DHB held locally, on your DHBs servers, or are they also located on servers located at other DHBs and the Health Quality and Safety Commissioner? If there are also located at other DHBs, are they located at Waikato DHB?***

It is a single regional system that resides across several servers. i.e. one instance. This instance is managed by HealthShare, the Te Manawa Taki shared service agency.

***My Question 2: Where is the server located? If there is more than one server which holds the regional Datix system reports, where are these servers located?***

Your Response: For security reasons, we will not be commenting on our computer systems at this time.

***I request the legal reason, as set out in the OIA for refusing me this information. I do not require the specific building within the location, only the general physical location, such as your specific DHB, another DHB, within the MoH in Wellington, or some held by some other third party, such as those providing cloud archive support. Please provide me with copies of all contracts with suppliers who provide server (physical and cloud service) support for your DHB.***

***You have stated, "The Datix regional Incident, Quality & Risk system was not impacted as a result of, or during, the Waikato Security Incident."***

***I request a copy of the official investigative report which supports your assertion.***

This report will not be released for security reasons.

Lakes DHB declines the release of any further information on the following grounds:

- Official Information Act Section 6 (c): Releasing this information would be likely to prejudice the maintenance of the law, including the prevention, investigation and detection of offences.
- Section 9 (2) (c): the withholding of this information is necessary to avoid prejudice to measures protecting the health or safety of members of the public; and
- Section 9 (2) (e): the withholding of this information is necessary to avoid prejudice to measures that prevent or mitigate material loss to members of the public
- Section 9 (2) (k): the withholding of the information is necessary to prevent the use of information for improper gain or advantage.

The public interest in disclosing the information requested does not outweigh these needs to withhold the information.

District Health Boards are committed to the prevention, detection and investigation of cyber threats. Our protections include limiting the information about cybersecurity activities that we make public, as this could increase the chance of attacks in the future.

On behalf of the community, it is very important that we protect information about our cybersecurity strategies and methods as much as possible to ensure criminals do not use that information to hinder or bypass our security controls.

You have the right to seek an investigation and review by the Ombudsman about this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Please note we may publish this letter and enclosed documents (with your personal information removed) on Lakes DHB's website.

Yours sincerely



Nick Saville-Wood  
Chief Executive

Cc: [sectoroias@moh.govt.nz](mailto:sectoroias@moh.govt.nz)