

11 October 2021



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Tēnā koe Amy

Re: Official information request – Datix Midland Integrated Quality and Risk system - and HQSC

Thank you for your email dated 25 September 2021 received at 3:28am.

Within your email were several requests which I have answered below:

“I request information on the regional Datix Midland Integrated Quality and Risk System, which I understand is used by the 5 hospitals in the Midland region, including Waikato DHB and Bay of Plenty DHB.

I request information as to whether or not information held in the Datix system had been compromised by the cyber security incident at Waikato DHB (i.e., information leaked onto the dark web).

I request information as to the location of the servers which hold all the Datix Midland Integrated Quality and Risk System information, as well as the name of the provider who provides services for archiving the information”.

Regarding the above requests, the Commission does not hold any information regarding these systems. Our advice to you is to approach the DHBs directly regarding the Datix System, and whether or not information held in the Datix system had been compromised by the cyber security incident at Waikato DHB (i.e., information leaked onto the dark web) and location of the servers as well as the name of the provider who provides services for archiving the information.

“I also request copies of all incidents reported to the HQSC via the Datix system, or any other method, which involved Waikato DHB, Hamilton Radiology, PathLab or any other health service provider which is affiliated with Waikato DHB from 1 January 2018 to present. In the event that those reports include information which would personally identify an individual, I request that information be redacted (e.g., name of patient, NHI#, address of patient, etc.)”.

Regarding this particular part of your request we have decided to refuse your request for copies of incidents reported from Waikato DHB, Hamilton Radiology, PathLab or any other health service provider which is affiliated with Waikato DHB from 1 January 2018 to present under section 9(2)(a) of the OIA.

Section 9(2)(a) states withholding of information is where:

- The withholding of information is necessary to “protect the privacy of natural persons, including that of a deceased natural persons”, and
- This interest is not “outweighed by other considerations which render it desirable, in the public interest, to make that information available”.

Additionally, the Commission have an obligation of confidence between the supplier of the information (Waikato DHB) as the agency receiving the information. The Commission regard the information as confidential and there is knowledge on the part of Waikato DHB that the information was imparted in confidence. Releasing this confidential detailed information would break confidentiality for the subjects of these reports as well as the Commission's obligation of confidence.

We encourage you to seek the information we have been unable to provide you with the Waikato DHB directly. You can contact them using this link <https://www.waikatodhb.health.nz/contact-us/>.

You have the right to seek advice from the Health and Disability Commission about your circumstances. Their website is <https://www.hdc.org.nz/> or freephone 0800 11 22 33.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in cursive script, reading "Janice Wilson". The signature is written in black ink and is positioned above a horizontal line.

Dr Janice Wilson
Chief Executive