

4 March 2024

Anon

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Kia ora Anon

Your Official Information Act request, reference: GOV-030407

Thank you for your request of 8 February 2024, asking for information under the Official Information Act 1982 (the Act). I have provided a response to each of your questions in turn.

1. Please provide me with the list of methods/programmes that ACC uses to safely and securely send or receive claimants personal information in compliance with the Health Information Privacy Code 2020 (Rule 5) and the Privacy Act 2020 (section 22, IPP5) that has been assessed and approved by:

- (1) the Office of the Privacy Commissioner; and**
- (2) the Department of Internal Affairs (DIA) Government Chief Privacy Officer; and**
- (3) the DIA Government Chief Information Security Officer; and**
- (4) the DIA Government Chief Digital Officer.**

2. Please provide me with the list of policy's, processes, rules, directives, or other information, which pertains to the electronic transfer and storage of claimants personal information.

For information about sharing client information, we refer you to our response of 9 January 2024 (ref: GOV-029598). That response stated that ACC shares personal information using Email, and by post on a password protected CD or USB. We also refer you to our response of 20 February 2024 (ref: GOV-030178). This response provides information on ACC's processes and instructions which must be followed to maintain the privacy and security of client information.

3. Please also provide the following documents:

The requested documents are attached. Please note that some of them have been decommissioned:

- Privacy risk matrix (decommissioned)
- ACC6267 form
- Access Monitoring Criteria/Claims Access Criteria
- Access Monitoring Notification
- Approved Information Sharing Agreements
- Two-month maximum cover decision timeframe rule
- Client Information access Validation Tool
- Leader Instructions for Access Monitoring
- Privacy breach details checklist (decommissioned)
- Manage quality of clinical records
- Referral for New Claim Lodgement
- Relevant Document Guidelines
- Resolution Agreement Scenarios
- Resolution Services Expert Advice Referrals
- Review Hearing Submission Policy (decommissioned)
- Receive Written Guidance (Recovery Team Member)
- Roles and Responsibilities Service Page (decommissioned)
- Treatment Injury ECA Referral tool
- Who may Attend a Review Hearing Policy (decommissioned)
- Whole of Person Guidelines

As staff names were not requested, they have been deemed out of the scope of your request and removed from these documents.

The following documents are publicly available at www.acc.co.nz/resources/#/category/14:

- How to deal with multiple client references in one email Policy
- Disclosure of Care Indicator to third parties' Policy
- Private and confidential address and contact details Policy
- Legal privilege or advice Policy
- Request clinical advice
- Reasons to revoke cover Policy
- Register Provider
- Role Mapping Dictionary
- Upload Electronic Documents Received in a Shared Inbox
- Upload Electronic Documents Received in Personal Inbox
- Virtual Claim Folder (VCF)
- VMS Centralised SharePoint Booking System Service Page
- When to change diagnosis codes Policy
- When to Report Medical Misadventure Policy
- When to Verify a Client's Identity Policy

The following documents are refused as they do not exist. This decision has been made under section 18(e) of the Act:

- Access Policy, as referred to in ACC's Privacy Policy
- Receive and input a Treatment Injury Claim
- Remote claims, Staff and High-Profile claims - Seek internal guidance

4. List of all policies, processes, rules and other documents Policies under "Communication", "Information disclosure and request" and "Legal privilege or advice".

ACC has published policies related to these categories:

- Communication: www.acc.co.nz/resources/#/subcategory/247.
- Information disclosure and request: www.acc.co.nz/resources/#/subcategory/271.
- Legal privilege or advice: www.acc.co.nz/resources/#/subcategory/274.

As this information may be of interest to other members of the public

ACC may decide to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
 Government Engagement