

Patient Portal FAQs

What is a Patient Portal?

Patient portals are secure websites provided by GP clinics, where you can access your health information and interact with your general practice. Using a secure online patient portal service, you can manage and keep track of both your own and your whānau's health.

To learn more about patient portals, see this trusted NZ health information website - [Healthify He Puna Waiora](#)

What is MyIndici?

MyIndici is the patient portal of Indici. Indici is a software programme used by many GPs across New Zealand to manage and record patients' health information. It is created by Valentia Technologies (NZ) Limited. The MyIndici app allows you to:

- access your medical records including lab results
- book appointments
- request repeat prescriptions
- share your health information with healthcare providers
- communicate with your healthcare professional
- receive recall and appointment reminders

Note: not all features are automatically enabled. Each GP practice chooses what feature to enable.

What mobile platforms does MyIndici support?

Log into your account through the [MyIndici website](#) or download the app from the Apple App or Google Play Store. If you are accessing MyIndici via web browser, we recommend that you install and use the latest version of Google Chrome browser.

How do I get started?

Get in touch with your General Practice, who will share instructions with you on how to activate your account.

How much does it cost?

Getting an account, booking appointments, viewing your records and results - is all **free**. Standard fees apply for ordering prescriptions and can also apply when you message your GP for information and advice. See our [Fees](#) website page for more information.

Can I use the same email as my partner to register for MyIndici?

No. For patient privacy and confidentiality, you must have your own unique email address during registration.

Can my children use MyIndici?

Parents or guardians can request access to MyIndici and the health information of their younger children. As children get older, there reaches a point where privacy becomes important. By the age of 16, access to a child's record is unlikely to be granted or maintained unless there is clear reason (such as a 16-year-old with intellectual impairment) or with clear authorisation from the young person.

Where are the medical records coming from?

The app securely connects to the medical records that your general practice holds about you and displays this information in the app for you to access. Your medical records are entered by your GP or other medical professionals.

Can I change my Health information?

You may not be able to change some information visible in MyIndici if this is managed by your General Practice. If you wish to have any of this information changed (which you cannot change yourself), then please contact your General Practice directly.

What about Third Parties, and the Privacy and Security of my account?

Scroll down to see the full 9-page MyIndici policy.

Or for general information about the privacy and security of health apps, see this trusted NZ health information website - [Healthify He Puna Waiora](#)



myindici Privacy Statement

Last updated: 1 January 2022

1. What this policy covers

Your privacy is important to us. We want to be open and clear about how we collect, use, and share information about you. This policy is intended to help you understand:

- What information we collect about you
- How we use information we collect
- How we disclose information we collect
- How we store information we collect
- How we deal with third party links
- How you can exercise your rights
- What cookies we use
- Other important privacy information

This Privacy Statement applies to the use of the myindici websites (including www.myindici.co.nz) and mobile applications, collectively “myindici”, which is made available by Valentia Technologies (NZ) Limited (“**Valentia Technologies**”, “**we**” or “**us**”), and the information collected by us through myindici.

myindici is a portal that enables you to access and manage your health information online, including information (e.g., medical records) made available by your medical or healthcare practitioner (“**your Practice**”). You may share your information with third parties such as healthcare professionals, family and also with integrated devices. myindici may also

support access to online health information and health management tools from time to time.

By using myndici, you agree to be bound by this Privacy Statement and acknowledge and agree that you are aware of the collection, use and disclosure of your personal information in the manner set out below.

YOU SHOULD NOTE THE FOLLOWING:

- Your Practice: In relation to any information which you wish to add / share via your **myindici Account** (the myndici account created for you following registration with your Practice), this information will be passed securely to your Practice. Your Practice is responsible for this information. We must follow the instructions provided by your Practice when dealing with this information.
- Your medical record: You may use myndici to access elements of your medical record. Your Practice decides who can access your medical record. We must follow the instructions provided by your Practice when dealing with this information. This Privacy Statement does not cover your medical record. You should contact your Practice if you have any questions regarding access to, the use of, or the contents of, your medical record.

Please read the following terms carefully to understand our practices regarding your personal information and how we will treat it.

2. What information we collect about you

We may collect and process the following types of personal information about you (or, as may be applicable, the person to which the myndici Account relates, if different e.g. minor):

(a) **Submitted Information** which comprises:

- (i) information that you may provide when you download an app, access and use myndici, when you report a problem with myndici. This may include your name, date of birth, NHI number, email address, phone number, device number, username and password;

- (ii) information you provide when using myindici and managing your myindici Account. This may include health information such as medical history, lab results, medication and prescription information etc;
 - (iii) if you contact us, we may keep a record of that correspondence;
 - (iv) information provided when submitting or updating a request for support or contacting our support teams;
 - (v) details of your communication and marketing preferences that you may provide;
 - (vi) information provided in response to any surveys or requests for information which we may send to you from time to time or which you complete via myindici (in line with your communication and marketing preferences as referred to above); and/or
 - (vii) information collected as a result of any monitoring which may take place. We may monitor certain interactions between us in order to comply with any legal obligations, to detect fraud or criminal activity as well as for training purposes.
- (b) **Device Information** which comprises information we collect about you and your device. Each time you visit myindici, we may automatically collect the following information:
- technical information, including the type of device you use, a unique device identifier, mobile network information, your mobile operating system, and time zone setting;
 - details of your use of myindici and the resources that you access; and
 - health information stored on your device which you have explicitly consented to sharing, including the device used to collect that information.
- (c) **Practice Information** which comprises information we collect about you from your Practice, where such information is necessary for us to manage your myindici Account.

3. How we use information we collect

We may use your personal information as follows:

- (a) we may use Submitted Information to manage your myndici Account, to provide technical support, to contact you to notify you regarding any important updates relating to myndici, to answer queries you might have regarding myndici and for our own internal administrative purposes;
- (b) we may use your personal information to help us to verify your identity, where appropriate, by cross-checking the records kept by your Practice (to help keep your information secure);
- (c) we may use your personal information to facilitate bookings for the services offered by your Practice;
- (d) we may use your personal information to provide you with choices regarding certain personal information uses, particularly around marketing and advertising;
- (e) we may use any health information you submit through myndici only for the purposes of storing that information and to make it available to you and/or (with your consent) third parties (including your Practice), as you may request from time to time;
- (f) we may use survey information for the purposes outlined in the relevant survey or request for information (referred to generally as 'surveys');
- (g) we may use your email address to send you a newsletter (by creating a myndici Account, you consent to our doing so); to which you can unsubscribe at any time;
- (h) we may use Device Information to help ensure that myndici presents the correct version and data for your device and for security and audit purposes and to ensure that we are able to support your use of myndici;
- (i) we may monitor activity to help protect our users from security threats and to detect if users are trying to misuse any element of myndici and/or to use it in an unauthorised way. We may also use your contact information to alert you to any relevant security issues or safety concerns of which we are aware;
- (j) we may monitor user behaviour to help us to understand general usage of myndici to help us improve the services we provide. We may conduct statistical analysis in

respect of myindici either ourselves or through an agency acting on our behalf, which shall be required to maintain the confidentiality of the information and be restricted from using it for any other purpose; and

- (k) we may combine any category of information with any other category of information and will treat the combined information as personal information in accordance with this Privacy Statement for as long as it is combined.

We will only use your personal information for the purposes outlined above except where you have otherwise consented to use of your personal information, or we are required or permitted by law to use your personal information.

If we collect, hold or process personal information in ways other than as stated in this Privacy Statement, we will do so in accordance with the requirements of the Privacy Act 2020.

4. How we disclose information we collect

We may disclose your personal information to third parties as follows:

- (a) if we are under a duty to disclose or share your personal information to comply with any legal or regulatory obligation or request;
- (b) to a sub-contractor appointed by us to deliver elements of myindici on our behalf and under our control. Any access we might grant to a sub-contractor will be limited to such information as is required for them to deliver the relevant service and will be subject to a contract which includes appropriate obligations of confidence and compliance with applicable law;
- (c) if instructed by you to do so through your use of myindici;
- (d) to your Practice in respect of its services offered through or arranged via myindici;
- (e) in accordance with any instructions that we receive from your Practice;
- (f) to enforce or apply myindici terms of use and other agreements or to investigate potential breaches of same; and/or protect the rights, property or safety of Valentia

Technologies, our customers, or others (acting at all times in accordance with our obligations under the Privacy Act 2020 and the terms of our agreement (if any) with your Practice);

(g) in connection with a potential sale or transfer of part or all of our business. In such circumstances we may share information with prospective purchasers (for example as part of a controlled due diligence exercise); and

(h) if we reorganise our business as we may need to transfer information about you to another member of our group of companies so that we could continue to make myindici available to you.

International transfers of information we collect: If we need to disclose personal information to Valentia Technologies group companies or third-party service providers and/or contractors based outside of New Zealand, we will take reasonable steps to ensure that any recipient of personal information from us: (i) is subject to comparable privacy laws as set out in the Privacy Act 2020; (ii) is required to keep the information confidential and secure in a manner consistent with the requirements of the Privacy Act 2020; and (iii) is required to only use the information in accordance with our instructions. Any such disclosure of information does not change any of our commitments to safeguard your personal information.

5. Storing your information

We normally store your personal information in New Zealand using commercially reputable hosting providers in accordance with best practice. We take reasonable measures to ensure that the personal information we hold is stored in a secure environment and is protected from unauthorised access, disclosure, and modification. We take reasonable steps to ensure that the personal information we hold is complete, up-to-date, and accurate.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of any information transmitted to myindici; any transmission that you make is therefore made at your own risk. However, once we have received your information, we will use strict procedures and security features designed to prevent any unauthorised or

unlawful access to same and all information you provide through myindici will be stored securely.

You are responsible for maintaining credentials such as IDs and passwords, required to protect your myindici Account, in a safe and confidential way. You are also responsible for ensuring that your own devices are properly secured.

You may terminate your access to myindici at any time by contacting your Practice directly to do so, which will result in deletion of your myindici Account. Any information made available by you or your Practice using myindici will be stored, controlled and managed by or on behalf of your Practice. We will retain a record of your personal information in accordance with relevant law and where (i) we have a reasonable business need to do so (ii) we are providing products and/or services to you and then for as long as someone could bring a claim against us in respect of those products or services; and/or (iii) in line with any legal and regulatory requirements or guidance in respect of retention periods.

We are not liable (in any way) for events that are beyond our reasonable control.

6. Third party links

myindici may, from time to time, contain links to and from third party websites. If you follow a link to any of these websites, please note that these websites and any services that may be accessible through them will have their own privacy statements, policies and terms of use and that we do not accept any responsibility or liability for same (and how they may be applied) or for any personal information that may be collected through those third party websites or services. You are advised to read any relevant third party terms, notices and policies before you provide any personal information to those websites or use their services.

7. Your rights

You have rights regarding the manner in which personal information relating to you is used. We have outlined the following rights which we believe may be relevant to your use of myindici:

(a) Access to information

You have the right to access certain information we hold about you. You can exercise your right of access by making a 'subject access request'. We will review each request and will act reasonably to ensure that you have access to your information.

Please note that certain of your information (including personal information and health information) processed in or through myndici is controlled by your Practice in accordance with its own privacy statement. If you have any queries regarding such information or wish to request access to same, then please contact your Practice which will process your request directly.

(b) Right to have information corrected

We will generally rely on you to ensure the information we hold about you is accurate and up to date. If you identify that any personal information that we hold about you is wrong, inaccurate, or out-of-date then you may ask us to correct or update it. You must not act on or use information that you suspect is inaccurate. It is important that you keep your contact details up to date.

(c) Right to complain

If you wish to make a complaint about how your personal information is collected or used, please contact us using the contact information provided below. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909.

If you would like to exercise any of these rights then please contact us using the contact information provided below. Please note that you may be asked to provide us with reasonable proof of your identity so that we can be sure that we are discussing or providing your personal information with, or to, you (or if someone is making a request on your behalf, we need to check that they have the authority to do so).

8. Cookies

We use temporary cookies on myndici which are deleted upon your signing out of your myndici Account.

9. Amendments

We may amend this Privacy Statement at any time. We recommend you check this Privacy Statement regularly. Any such changes will become binding on you upon your first use of myndici after the changes have been implemented. **If you do not agree to the changes then you should cease using myndici.**

10. Queries

If you have any questions about this Privacy Statement or how we handle your personal information, please contact our Privacy Team by email at privacy@valentiatech.com.