

16 July 2018

Dear [REDACTED]

Official information request W18-212

I refer to your official information request dated 19 June 2018.

Request:

- A list of incidents since January 1 2016 that your organisation is aware of and in which documents, reports or other materials have been mistakenly left unaccompanied in public (such as a staff member leaving a folder of material in a café or taxi).
- For each of the above incidents please provide the following details: what material was involved and whether this included any information about members of the public and an overview of such details (i.e people's names, addresses, photographs), the date of the incident, where the material was left, whether it was recovered and how, and what actions took place as a result.
- For each of the incidents, please provide copies of any summary reports, documents or correspondence.

Response:

The information you have requested is below and enclosed.

There has been one incident where materials have been mistakenly left unaccompanied in public.

It occurred in September, 2016 and occurred when the staff member placed some files that contained hard copy front sheets of patient records containing names, address, phone number, NHI, age, next of kin, health diagnosis, home hazards, visit times and care requirements on the roof of the car and then drove off.

18 files were lost. Of these, 1 file was found on the road and the remaining files were all subsequently recovered from a member of the public's house who had found them and retained them. All affected patients were notified and those who requested so had their details passed onto the police. The Ministry of Health was also notified.

The incident was managed utilising the Privacy Commission's Guidelines for Agencies in Responding to Privacy Breaches and was formally reviewed and measures were put in place to ensure that it does not happen again.

Please note that this response, or an edited version of this response, may be published on the Wairarapa District Health Board website no less than one week after the response has been provided to you. Any personal or identifying information will be redacted from any response published online. The DHB will endeavour to resolve any concerns you should raise but, subject to any legal grounds for withholding, ultimately reserves the right to publish any information.

If you wish to discuss this response with us, please feel free to contact:

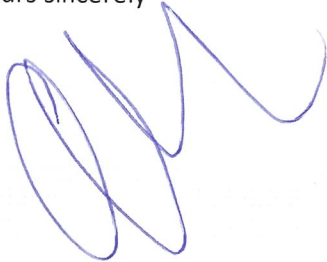
Caroline van Deventer

Communications Administrator

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Ph: 06 946 9800, ext 5840

Yours sincerely



Adri Isbister

Chief Executive

Enclosed

- 14 September 2016 - Security / Privacy Breach
- 15 September 2016 – Press Release
- 16 September 2016 – Email to Ministry of Health (names have been redacted to protect privacy)
- 6 October 2016 – Formal statement of the person that found the documents (names have been redacted to protect privacy)
- 7 October 2016 – Press Release
- 8 October 2016 – Copy of newspaper article from the Wairarapa Times Age