

Medical Sciences Council Privacy Statement

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Website privacy

You may browse and access information on our website without providing personal information. We do not collect identifiable information about you if you only browse our website.

Website analytics

We collect non-identifiable data using Google analytics – this is about the usage and traffic visiting our website, pages visited, length of time spent on a page, the site you were directed from, or other non-identifiable information. This information is used to improve our website and interaction with users.

Website cookies

This website uses cookies to ensure you get the best experience. To learn more about cookies and how to manage them click [here](#).

Personal information

There are places on the website where you can choose to provide us with personal information.

These include:

- making an online application
- updating your details through your practitioner online account.

Information about how we handle, store, and use this data may be found in the Practitioner Privacy and/or Complaint Privacy sections.

Phone Calls

Please note that when you call the Council the call is recorded for quality assurance and monitoring purposes. This information is securely stored for a period of 12 months and then destroyed, unless the recording is required to be retained for Council investigative purposes.

Practitioner privacy

Te Kaunihera Pūtaiao Hauora O Aotearoa The Medical Sciences Council (the Council) collects personal information from applicants and practitioners to carry out the purposes detailed in the Health Practitioners Competence Assurance Act (the Act) 2003. The Council is committed to ensuring the privacy and security of the personal information it holds. For more information refer to the Management of Personal Information policy [here](#).

Public register

Some information about practitioners can be viewed on the public register as required by the Act. This includes a practitioner's:

- name
- scope of practice
- date scope approved (ie date registered)
- qualification
- practising certificate status
- expiry date of practising certificate
- conditions on practice (if any, including the supervisor's name and location).

Statistical information

The Council is required by the HPCA Act ([s123](#)) to share practitioner information with the Ministry of Health for workforce and planning purposes.

This includes the annual workforce survey which includes a practitioner's:

- name
- date of birth
- ethnicity
- gender
- scope(s) of practice
- qualification/s
- registration status
- place or places of work
- average weekly number of hours worked at each place of work
- practising certificate status
- date practising certificate issued
- date first registered.

The Council also shares information with the Ministry of Health as part of assigning and maintaining the Health Provider Index Common Person Number (HPI CPN) system.

This includes a practitioner's:

- gender
- date of birth
- name
- scope(s) of practice
- date first registered
- current practising status
- date practising certificate issued
- start date and expiry date of practising certificate
- qualification (includes name, institution, graduated year, country of qualification)
- conditions on practice (if any).

Collection of information

Much of the information collected is required under the Act. Where information is not required by the Act, practitioners may choose to not provide information (eg, providing a work phone number).

Where information is provided to the Council about an applicant, or registrant from another source (i.e. a referee or confirming registration in another jurisdiction), the applicant or practitioner will usually be asked to provide consent for this to occur, except where required under the law.

Protection of personal information

Regular reviews of privacy and security practices, and policies, are scheduled by the Council. All staff undertake privacy and security training as part of their induction process and ongoing education.

The Council manages practitioner information using a regulatory database. Data is held on servers in New Zealand and Australia. Any hard copy data that the Council holds, including historical records, is held in a secure archive in Aotearoa New Zealand.

Use of information

As a repository of national data the Council is aware of its responsibilities to the profession, Tangata Whenua and the Ministry of Health in providing and sharing the data it holds. The Council also uses practitioner information to provide publicly available data, such as the Annual Report and workforce survey results. Individual practitioners are not identified in these reports.

The Council is required to have up-to-date contact information, for practitioners to provide registrants with details relevant to their registration, practising status, and responsibilities as a registered health professional.

The Council carries out research and auditing activities to determine the effectiveness of its processes and policies.

Access to information

Practitioners and applicants can request a copy of the information that the Council holds about them and request the Council to consider a correction where they believe the information to be incorrect. Requests should be sent to privacy@medsci.co.nz

Complaints about privacy

Any person may make a complaint to the Privacy Officer if they feel that the Council has breached their privacy.

Complaints may be addressed to the privacy officer: privacy@medsci.co.nz

The complaint should include:

- the complainant's name
- the circumstances surrounding the complaint: What happened? When did it happen? Who was involved?
- the action the complainant would like to see happen.

The privacy officer may contact the complainant for any further information.

An investigation into the complaint will be carried out without delay. The outcome will be communicated to the complainant, along with any action taken by the Council.

Where the complaint identifies a privacy breach the Council will notify the Office of the Privacy Commissioner as required under the Privacy Act.

Complaint privacy

Use of information

We will use the information that you give us to contact you about your complaint. We may share your information with others when required by the complaint process, such as with the Health and Disability Commissioner, or an independent assessor. We will not use your personal information for any other purpose, except as required by the Privacy Act or other law. We may use general, non-identifiable information about your complaint for research and improvement purposes.

Storage of information

All electronic information is stored in a secure database and/or server. Personal information provided in hard copy is stored at a secure off-site location.

Viewing of personal information

Under privacy principle six, individuals have a right to ask for access to personal information held about them.

Requests for access to, or correction of personal information, should be addressed to the privacy officer.

Retention and disposal of personal information

The Council will securely destroy any personal information when it is no longer required. Hard copy information is destroyed using a recognised document destruction company. Electronic information is deleted from the server and/or database.

Non-identifiable information may be securely retained for learning and/or education purposes.

Questions or complaints about privacy

Any person may ask a question or make a complaint about a breach of their privacy to the Council. The Council aims to respond to such requests as soon as possible, and within the requirements of the Privacy Act.

Questions or complaints may be addressed to the privacy officer: privacy@medsci.co.nz

The complaint should include:

- the complainant's name
- the circumstances surrounding the complaint: What happened? When did it happen? Who was involved?
- the action the complainant would like to see happen.

The privacy officer may contact the complainant for any further information.

An investigation into the complaint will be carried out without delay. The outcome of this will be communicated to the complainant, along with any action taken by the Council.

Where the complaint identifies a privacy breach the Council will notify the Office of the Privacy Commissioner as required under the Privacy Act.

Complaints to the Privacy Commissioner

If the complainant is unhappy with the resolution of the complaint, they may complain to the Office of the Privacy Commissioner. Information on this process may be found on the Privacy Commissioner [website](#).