

Date Retention and Deletion Policy



Document Name	Data Retention and Deletion Policy
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Applies To	All MediMap Customers in AU and NZ
Prepared By	MediMap Support
Approved By	Head of Product & Delivery

Introduction

MediMap provides Software-as-a-Service (SaaS) medication management solutions for healthcare organisations across New Zealand and Australia. As a processor of personal and health information, we are committed to meeting all legal and regulatory requirements relating to the retention and secure deletion of health data.

This policy aligns with:

- **New Zealand:** Privacy Act 2020 and Health Information Privacy Code 2020
- **Australia:** Privacy Act 1988 (Cth), Australian Privacy Principles (APPs), My Health Records Act 2012
- **State/Territory privacy and health record laws** (e.g. NSW HRIP Act 2002, VIC Health Records Act 2001, etc.)

1. Retention Principles

- MediMap retains data only for as long as required by law, regulatory guidance, or contractual obligation with healthcare providers.
- Healthcare organisations (data owners) are responsible for setting retention requirements within their jurisdiction; MediMap enforces those requirements as the data processor.
- Backups exist for continuity purposes but are subject to strict retention limits.

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2. Retention Schedule

Data Type	Retention Standard	Notes
Patient health records	Minimum 7 years, or until age 25 for minors	NZ & AU requirement
Medication administration data	Minimum 7 years	Clinical audit & compliance
Prescriber & pharmacy records	Minimum 7 years	Regulatory & audit compliance
User & access logs	As long as required for security/accountability	May extend beyond 7 years
System backups	90-day rolling retention MediMap Data Backup & Security	Not a substitute for formal recordkeeping

3. Deletion & Archiving

- **Secure Archiving:** Data not actively in use but still under retention is archived with full encryption.
- **Deletion:** Once mandatory retention periods expire, data is permanently deleted using industry-standard secure wipe protocols.
- **Audit Trail:** Deletion events are logged and made available for audit verification.
- **Customer Confirmation:** Customers can request evidence of deletion or archiving actions.

4. End-of-Contract Data Management

- **Export:** On termination, customers may request a structured export of their data.
- **Deletion:** Following confirmation of export or at the end of retention, all data is permanently deleted.
- **Backups:** Expire naturally at the end of their rolling 90-day retention period.

5. Roles & Responsibilities

- **Healthcare organisations** remain the data controllers/owners, responsible for determining retention policies under AU/NZ law.
- **MediMap** acts as the processor, applying those policies and ensuring data is securely deleted when required.