

Date Retention and Deletion Policy



Document Name	Data Retention and Deletion Policy
Version	1.1 (Updated)
Effective Date	September 2025
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, MediMap is committed to meeting all applicable legal and regulatory requirements relating to the retention, archiving, and secure deletion of health data.

This policy aligns with:

- **New Zealand:** Privacy Act 2020, Health Information Privacy Code 2020, Health (Retention of Health Information) Regulations 1996
- **Australia:** Privacy Act 1988 (Cth), Australian Privacy Principles, My Health Records Act 2012
- Applicable State and Territory health records legislation

1. Retention Principles

- MediMap retains data only for as long as required by applicable law, regulatory guidance, or contractual obligations
- Healthcare organisations remain the **data controllers** and determine applicable retention requirements based on jurisdiction
- MediMap acts as the **data processor**, enforcing retention and deletion in line with those requirements
- System backups exist for continuity and disaster recovery purposes only and are subject to defined retention limits

Date Retention and Deletion Policy



2. Retention Schedule (Corrected AU & NZ Alignment)

Data Type	Retention Standard	Notes
Patient health records	Australia: Minimum 7 years from last entry, or until age 25 for minors (whichever is longer) New Zealand: Minimum 10 years from last date of service	Statutory health record retention
Medication administration data	Australia: Minimum 7 years New Zealand: Minimum 10 years	Clinical audit and regulatory compliance
Prescriber & pharmacy records	Australia: Minimum 7 years New Zealand: Minimum 10 years	Regulatory, audit, and clinical accountability
User & access logs	Retained for as long as required to support security, audit, and accountability obligations	May exceed health record minimums
System backups	Rolling 90-day retention	Disaster recovery only. Not a substitute for formal recordkeeping

Note: Where multiple jurisdictions apply, MediMap retains data in accordance with the **longest applicable statutory requirement**.

3. Deletion & Archiving

- **Secure Archiving:** Data no longer actively used but still within its retention period is archived using encrypted storage
- **Deletion:** Once mandatory retention periods expire, data is permanently deleted using industry-standard secure deletion methods
- **Audit Trail:** All deletion and archival actions are logged and available for audit verification
- **Customer Confirmation:** Customers may request confirmation of deletion or archiving actions

Date Retention and Deletion Policy



4. End-of-Contract Data Management

- **Data Export:** Upon contract termination, customers may request a structured export of their data
- **Data Deletion:** Following confirmation of export, or upon expiry of statutory retention periods, data is permanently deleted
- **Backups:** Backup data expires automatically at the end of the rolling 90-day retention period

5. Roles & Responsibilities

- Healthcare organisations remain the **data controllers** and are responsible for determining retention obligations under AU and NZ law
- MediMap acts as the **data processor**, applying retention, archiving, and deletion controls in accordance with customer instructions and statutory requirements