

Can I Trust Indici With My Health Information?

Mt Eden Medical Centre takes very seriously its obligation to be a safe custodian of your health information. Indici is a cloud-based software system, which means that our patients' healthcare data is stored offsite and transferred via the internet.

We are experts in clinical healthcare rather than information technology but our primary health organisation ProCare has completed a comprehensive risk assessment for Indici, which included careful examination of who has access to the data it stores.

Independent security testing by Aotearoa/New Zealand company, Cyber Research NZ Ltd has confirmed that no data is held outside Aotearoa/New Zealand and there are procedures to verify that data is only accessed by those authorised to do so. This testing is repeated on a regular basis.

The Indici software and data are hosted in Aotearoa/New Zealand in a secure environment which is managed by an Aotearoa/New Zealand company, Encrosys NZ Limited.

There are several mechanisms that Indici uses to secure and protect the data held and transmitted to and from Mt Eden Medical Centre. These include:

- Firewalls, limited ports and limitation on where traffic can come in from
- Encrypted communication between the Indici system and users
- Use of exclusive networks to communicate with other key integration points
- Terms of use agreed to by all users before they are given access
- Controlled user account allocation
- Penetration testing
- Data migration testing

ProCare can provide additional information about other privacy controls, on request.

Indici is a product of Valentia Technologies Ltd, which has branches in Ireland and Australia. Valentia and its associate Fair Factor Force (F3) Technologies (Pakistan) may have access to data by remote desktop for IT troubleshooting and support services but no healthcare data is transferred or stored outside of Aotearoa/New Zealand. Valentia maintains technical and organisational measures across its operations in line with the international ISO framework, including the information security standard ISO27001:2013.