



Private & Confidential information about your Manage My Health Account

Kia ora {patientName},

We're writing to share an update regarding a recent security incident affecting part of the Manage My Health platform.

Based on our current review, your account has been impacted.

We are sincerely sorry that this incident has occurred and for the concern it caused you. We recognise that you trust us with sensitive health information, and we regret that this trust has been impacted. We take our responsibility to protect your information seriously, and we sincerely apologise for the distress this has caused you.

To find out more information about the incident and the data impacted you can access a New Feature within Manage My Health called "Account Security Status". Please log into your Manage My Health account to see this information.

[VIEW ACCOUNT SECURITY STATUS](#)

Recommended Security Steps

- Change your password if you haven't done so recently
- Enable Multi-Factor Authentication (MFA) for added protection
- Stay alert for any unusual account activity

Need more information or support?

[View our FAQs and security updates](#)

If you'd like to speak to someone, please phone the MMH Helpline (**Impacted Individuals receive this in their email**)

(Hours Mon-Fri 8.30-5pm excluding public holidays)

Manage My Health has partnered with IDCARE- Australian and New Zealand's identity and cyber support community service- please call the MMH helpline for further information and referral details to access this service.

It is important for you to continue to access health care. If you have any concerns about your health, please talk to your health professional.

Incident summary

Manage My Health became aware of the cyber security incident on 30 December 2025, following notification from a partner.

Following receipt of this notification, Manage My Health took immediate steps to investigate the impact and ensure any potential vulnerabilities were contained.

Further investigations have identified that one module within the Manage My Health app, referred to as Health Documents, was compromised by a third party. This allowed a third party to access and download the documents within that module. The third party did not gain access to the whole app.

We do not know the identity of the third party who took the documents.

As noted above, we have contacted you now as your documents were included in the dataset that was downloaded from the Health Documents Module.

Steps we have taken

As well as thoroughly investigating the incident Manage My Health has taken the following steps:

- Fixed the security gap: We've identified and closed the specific gaps that allowed unauthorised access. This fix has been independently tested and verified by external cybersecurity experts.
- Made log-ins more secure – We've added extra checks when people log in and limited how many times someone can try to access the system in a short time.
- Secured the files – All health documents have been re-secured, and their storage has been strengthened.
- Sought an injunction in the High Court to prevent third parties from access of dealing with any of the documents should they be leaked online.
- Adopted proactive monitoring of known leak sites.
- Notified the Office of the Privacy Commissioner, the National Cyber Security Centre, New Zealand Police, Health NZ and the Ministry of Health. We have been working closely with these organisations in responding to this incident.

You also have the right to complain to the Office of the Privacy Commissioner

Regards

The Manage My Health Team

