

5 January 2026

Manage My Health update on cyber security incident

Dear ,

We are writing to update you on the recent Manage My Health cyber security incident, as it relates to your practice.

We apologise for the time taken to provide this confirmation. It has taken a number of days since the incident to ensure the findings shared with you are accurate, complete, and based on independent forensic evidence.

We deeply regret the disruption this incident may cause for your practice and your patients. While this incident arose from a criminal act, we recognise the responsibility entrusted to us and are committed to responding with transparency, professionalism, and care.

Impact on your practice

The independent forensic investigation has confirmed that some patients associated with your practice have been impacted.

Based on our findings, the 'My Health Documents' module contains of 3 types of documents:

- Hospital discharge documents from Northland Hospital
- Specialist referral letters between 2017 and 2019
- Documents that users uploaded themselves to the 'My Documents Module'

The list of patients enrolled in your practice that have been impacted is available to you in the secure MMH Provider Portal – go to Usage Reports->Report 19, Data Breach Report. In this report, you will find the name of the patient and the number of records that were accessed in the incident.

We recommend that you review the list of patients affected in the MMH Provider Portal. If you are concerned about any vulnerable patients receiving notifications, please urgently contact us on the email at practicesupport@managemyhealth.co.nz

We are currently working through the Privacy Act notification process for each affected individual, in conjunction with Health NZ and the Office of the Privacy Commissioner.

The Privacy Act requires individuals to be notified when their information has been accessed in an unauthorised way. MMH is taking on this responsibility on your behalf, but if you have any concerns about notification of any individual patients, please email us urgently as noted above.

This information is being provided to you so that you can provide support after individuals have been notified. We request that you do not contact and notify patients directly. Privacy Act notifications will come through Manage My Health, together with details of how more information and support can be accessed.

A helpline number will be available shortly and will be provided directly to impacted patients and promoted publicly. We will advise you of this as soon as it's available so you can also direct patients to it if queries are raised with you. Please do not provide the Manage My Health support number to patients for this purpose as this will cause confusion and delay.

What happened

On 30 December 2025, we were notified of an unauthorised ransomware activity in the 'My Health Documents' module within the Manage My Health app. This activity was the result of a criminal cyberattack. Upon detection, we immediately secured our systems, isolated the affected environment, and engaged independent cyber security and forensic specialists. We also notified and are cooperating with Health New Zealand, the Privacy Commissioner, the New Zealand Police, and relevant authorities.

Manage My Health connects with your PMS via two services: **ALEX APIs** and **Shell Service**. We confirm that **neither service has been impacted** by the recent cyber security incident. Your PMS connectivity and clinical workflows remain secure and unaffected. There was no impact to the PMS data.

There is no evidence of ongoing unauthorised access, and the incident has been contained. Our systems are currently secure, and additional safeguards have been implemented.

Protective and remedial actions

In addition to securing our systems and engaging forensic experts, we have taken further steps to protect affected patients and practices:

- Manage My Health is commencing legal action to protect our clients' data. We are taking action through the High Court to prohibit any person from using, disclosing, or disseminating any information obtained as a result of this criminal act.
- We have engaged specialist web and dark-web surveillance services to monitor for any appearance of affected information and to initiate immediate takedown action should any content be identified.
- We continue to work closely with law enforcement and relevant authorities as part of these efforts.

We are working closely with General Practice New Zealand (GPNZ) leadership and Health New Zealand to coordinate communications to practices and to support consistent, accurate messaging across the sector.

Please contact us via email: practicesupport@managemyhealth.co.nz if you would like to discuss this matter further or require immediate assistance.

Sincerely

Vino Ramayah

CEO, Manage My Health NZ