

Enable Maintenance Equipment App

Terms and Conditions

October 2025

Background

We're getting ready to release the **Enable Equipment Maintenance App** (for ACC). This App makes providing repairs and maintenance for ACC customers easier for Enable New Zealand subcontractors by helping you to quickly search for equipment using a claim or asset number.

This represents an important step in delivering faster, more accurate, and transparent maintenance services for ACC clients, aligned to ACC's priorities for efficiency and compliance.

Additional functionality is already in development and will be introduced over time. We will provide updates as this work progresses.

Important note

The introduction of the Enable Equipment Maintenance App is an exciting development but does come with some additional responsibility and it is important that all users understand this before they access and use the App.

Terms and Conditions

This document outlines the Terms and Conditions for subcontractors using the Enable Equipment Maintenance App (App). Registered users must comply with the Privacy Act 2020 and the Health Information Privacy Code 2020 when accessing and handling client data through the App.

Before Enable NZ activates your User Account, please ensure you have read, understood, and agree to the **Terms & Conditions**. Please sign and return this form to:

accrepairs@enable.co.nz

Purpose of the App

The App is designed to support subcontractors in delivering repairs and maintenance service for ACC clients. Use of the App is restricted to activities directly related to contracted services under the Equipment Repair, Maintenance and Modification (ERM&M) agreement.

Legal responsibilities

Users must comply with:

- The Privacy Act 2020
 - The Health Information Privacy Code 2020
 - The obligations and code of conduct outlined in the Equipment Repair, Maintenance and Modification (ERM&M) contract between Enable NZ and the Supplier
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Permitted use of data

Client data accessed via the App must

- Be used for contracted services
 - Not downloaded, copied, transmitted, or disclosed outside the App unless explicitly authorised
 - Be accessed only by approved personnel trained in privacy obligations
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Data security obligations

Users must

- Use secure, password protected devices
 - Ensure data is not stored or access outside New Zealand unless authorised
 - Follow industry best practice for data protection
 - Prevent unauthorised access, malware or data loss
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Breach notification

Any suspected or actual data breach must be

- Reported to Enable NZ within 24 hours
 - Accompanied by steps to identify affected individuals, stop the breach and mitigate its impact
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Subcontractor accountability

Users are personally accountable for compliance. Misuse of the App or breach of privacy, security or contractual obligations may result in

- Suspension or termination of access to the App
 - Internal investigation and corrective action by Enable NZ
 - Notification to the Office of the Privacy Commissioner
 - Termination of the Suppliers contract with Enable NZ, in accordance with the ERM&M contract terms
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Staff changes notification

Any changes to the subcontractors' personnel involved in delivering the services, in line with ERM&M contract must:

- Report to Enable NZ within 5 business days
 - Include details of a registered users departure, role title or job change, or replacement personnel
 - Accompanied by updated contact information and role responsibilities
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Restrictions on further disclosure

Personnel using the App must not share client data with others unless explicitly authorised by Enable NZ, including

- Not sharing identifiable client information with colleagues, technicians or external service providers unless they are authorised to have legitimate need to access the data for contracted services
 - Ensure that any discussion about client data is limited to authorised personnel and directly related to service delivery
 - Avoid informal, verbal or written sharing of client data outside of the scope of approval use
 - Recognise that unauthorised disclosure may constitute a breach of the Privacy Act 2020 and the ERM&M contract
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Audit and monitoring

Enable New Zealand retains audit rights to audit usage logs and monitor access to the App to ensure compliance with contractual and privacy obligations.

- Individual user accounts are required to ensure accountability and traceability.
- That a user account is specific to that user only and must not be transferred
- Group or shared accounts are prohibited, as they could compromise privacy, security and auditability.