

National Health Insurance Administration Regulations

Governing the Protection and Management of Personal

Information

A. General Principles

- I. These Regulations are established by the National Health Insurance Administration (hereinafter referred to as the Administration) in accordance with the Personal Data Protection Act (hereinafter referred to as the Act) to protect and manage all personal information held by the Administration.

Each unit of the Administration may establish separate regulations to manage the personal information of its supervisor according to the nature of the information and business requirements.

- II. Each unit of the Administration shall assign dedicated personnel to implement the following matters regarding the personal information of its supervisor:
 - (I) Make the information publicly available in accordance with Article 17 of the Act.
 - (II) Matters of personal information security management and maintenance.
 - (III) Coordination and liaison of personal information protection duties among government agencies.

The dedicated personnel mentioned in the preceding paragraph shall be the information security contact for each unit.

B. Collection, Processing and Use of Personal Information

- III. Where the collection, processing and use of personal information by each unit of the Administration requires the information subject's consent in writing in accordance with Article 15, Paragraph 2 and the proviso of Article 16, Paragraph 7 of the Act, the subject's consent form shall be obtained.
- IV. Each unit of the Administration shall, in handling any personal information case in accordance with the provisions regarding

collection and processing of personal information in Article 15 of the Act, or those regarding the use of personal information in Article 16 of the Act, review the case carefully and submit it for approval before implementation.

In accordance with the provisions of Article 16 of the Act, each unit shall make a historical record of the use of personal information for purposes outside the scope of specific purposes as provided in Article 16 of the Act.

Personal information may not be connected to databases without permission, and may not be abused.

- V. In the event of any error or omission in the personal information held by the Administration, the responsible unit shall correct or supplement the information and retain relevant records of the event. In the cases where failures to correct or supplement personal information may be attributed to the Administration, the responsible unit for the information shall notify the persons who has provided the personal information for use after correction or supplement.
- VI. In the event of any dispute regarding the accuracy of personal information held by the Administration, the responsible unit for the information shall, after the case is submitted and approved, discontinue the processing or use of the personal information and make records of the case. However, the preceding is not applicable when it is necessary for the performance of an official or business duty and the dispute is noted, or when it is agreed to by the information subject in writing, in accordance with the provisions in Article 11, Paragraph 2 of the Act.
- VII. When the specific purpose ceases to exist or when the period expires for personal information held by the Administration, the responsible unit for the information shall delete or discontinue the processing or use of the personal information and record the case after it is submitted and approved. However, the preceding is not applicable when it is necessary for the performance of an official or business duty and the dispute is noted, or when it is agreed to by the

information subject in writing, in accordance with the provisions in Article 11, Paragraph 3 of the Act.

- VIII. In the event of collection, processing or use of personal information in violation of Article 11, Paragraph 4 of the Act, the responsible unit of the Administration for the information shall, after the case is submitted and approved, delete or discontinue the processing or use of the personal information and make records of the case.
- IX. When the personal information is stolen, disclosed, altered or infringed in other ways due to the violation of the provisions stipulated in Article 12 of the Act, the unit in which the information leakage occurs shall notify as soon as possible the information subject after an inspection.
- X. When the internal personnel of the Administration conduct information analysis or academic research, the responsible unit for the information being used shall establish relevant regulations for the use of information.

C. Handling the Information Subject's Exercise of Rights

- XI. When, regarding the personal information collected by the Administration, the information subject requests a reply to the inquiry, provision for reading, or production of copies in accordance with Article 10 of the Personal Data Protection Act, or requests correction, supplement, deletion, or discontinuation of collection, processing or use in accordance with the provisions of Article 11, Paragraphs 1–4, such requests shall be handled in accordance with the provisions of the “National Health Insurance Guidelines for Providing Information.”
- XII. Access to personal information files held by the Administration that are extraordinary in nature or belong to categories in which the file names must not be made public as specified in other laws may be restricted or denied provision in accordance with the Freedom of Government Information Law or other laws.

D. Personal Information File Security Maintenance

- XIII. To prevent personal information from being stolen, altered,

damaged, destroyed or disclosed, each unit of the Administration must implement matters related to information file security maintenance in accordance with these Regulations and relevant laws.

XIV. A management system shall be established for personal information files to manage the files in a hierarchical classification system. Safety management regulations for personnel accessing the information shall also be established.

XV. In order to strengthen the security of access to personal information file information system, prevent unauthorized access, and maintain the privacy of personal information, an audit system for personal information file security shall be established and regularly inspected.

The relevant management matters including the user name, password, authorization management and access records of the personal information file system mentioned in the preceding paragraph shall be handled in accordance with the Administration's Operating Procedures for Information Access Control of the Information Security Management System.

The operation and organization, frequency, and other relevant matters that require attention regarding the audit of personal information file security mentioned in Paragraph 1 shall be handled in accordance with the Administration's operation procedures of information security management system audit.

XVI. The maintenance of personal information file security shall comply with, in addition to these Regulations, relevant regulations of information operation safety and confidentiality maintenance established by the Executive Yuan and the Administration.

E. Supplementary Provisions

XVII. These Regulations are applicable to collection, processing or use of personal information assigned by the Administration in accordance with Article 4 of the Act.