

Privacy Information Sheet

YOUR PRIVACY IS IMPORTANT TO US

Why do we collect, use, hold and share your personal information?

Waminda needs to collect, hold and use your personal and health information to provide high quality healthcare services to you, the information allows us to identify you properly and monitor and manage your health and well-being (physical, mental, social and emotional).

We also use it for directly related business activities, such as financial (Medicare) claiming and quality improvement activities. In addition, your de-identified information may be used for accreditation, research and reporting to funders.

If we need to use your information for anything else, we will seek additional consent from you to do this.

What personal information do we collect?

The information we will collect about you includes:

- name, date of birth, address, contact details,
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors,
- Medicare number (where available) for identification and claiming purposes,
- healthcare identifiers,
- health fund details.

Waminda will regularly ask you to confirm your personal information, to make sure what information we have on file is correct and up to date.

How do we collect your personal information?

Waminda may collect your personal information through:

- our Intake and Registration process,
- face to face when you are participating in our programs or services e.g. medical services,
- your "My Health Record" (if you have one),
- other contact, e.g., email, SMS, phone calls,
- other sources when we are not able to collect it accurately from you directly, for example when:
 - you are represented by a guardian, advocate or carer (if you have one),
 - we need specific details from your health fund, Medicare, or the Department of Veterans' Affairs (as necessary),

Privacy Information Sheet

YOUR PRIVACY IS IMPORTANT TO US

- you have seen other healthcare providers, (such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services).

How do we store and protect your information?

Waminda complies with commonwealth and state laws regarding the privacy of your information (*Australian Privacy Principles, Privacy Act 1988 (Cth), Health Records and Information Privacy Act 2002 (NSW)*). We have systems in place keep your personal information safe, secure and private. Your personal information may be stored in:

- electronic records: Your personal health record contains notes by health workers, scanned copies of signed forms, investigation results and other records, (the hard copy is then destroyed). Your electronic health record can only be accessed by workers that Waminda has authorised. Both the computers and the software your record is contained in are password protected. Our IT processes ensure the security of your information from viruses, ransomware and malware (hacking etc). We also have a reliable information back up process in case of IT, electrical failure or natural disaster.
- hard copy records: such as completed forms, exercise and food diaries, surveys are kept in locked cabinets and/ or in locked offices which can only be accessed by authorised workers. When not needed anymore they are archived in a secure facility and destroyed after a certain period of time (in accordance with legislative requirements).

When, why and with whom would we share your personal information?

Waminda may seek your consent to share your personal information:

- with other healthcare providers for the benefit or improvement of your care and support,, (such as specialists, health investigation services, pathology etc),
- during the course of providing medical services, e.g., to upload your information to your My Health Record,
- for staff or student training purposes.

Waminda may be required to share your information, without your consent, when it is required by law:

- to comply with a subpoena or search warrant, if your information is required as evidence in court,
- if the information relates to the safety, welfare or well-being of a child or young person,
- when there is a legal requirement to share certain personal information (e.g., some diseases require mandatory notification).

Privacy Information Sheet

YOUR PRIVACY IS IMPORTANT TO US

Waminda may also share information with a third party (individual or organisation), without a client's consent:

- if doing so may help prevent a serious, imminent threat to someone's life, health or welfare, such as in an emergency.
- where Waminda is required to provide the information to a funding body,
- for the purpose of a workers compensation claim,
- to investigate or report a complaint or incident,
- for the management of any legal action by a client, or claim brought by a client against Waminda,
- during the course of business processes, (e.g., with auditors during accreditation or IT providers when fixing IT related issues). Waminda ensures these organisations sign our confidentiality and privacy agreements, they are also required to comply with privacy laws.

Why and when your consent is necessary

Waminda may contact you for any *primary reason* (directly related to the care and support services you are currently receiving from Waminda), however we need your consent to be able to contact you for *secondary purposes*, such as

- to tell you about other Waminda services and programs that may be beneficial for you,
- to invite you to participate in program planning or evaluations, accreditation reviews,
- to invite you to join in on community consultations

You can choose not to be contacted for this purpose by indicating this in your Registration and Consent Form, or you can update your preferences using the Client Declaration and Consent form at any time.

Waminda may be asked to provide deidentified data to other organisations to improve population health outcomes, you can also refuse your consent for this in the Registration and Consent form.

You can also refuse consent to have particular information uploaded into your My Health Record (if you have one), you must inform your health practitioner about this at the beginning of your visit.

Privacy Information Sheet

YOUR PRIVACY IS IMPORTANT TO US

How can you access and correct your personal information?

You have the right to request access to, and correct or amend, your personal information. If you complete and submit a *"Client Access to Personal Records"* request form, one of our workers will contact you within 7 days, to arrange an appointment with a GP. Please note, a request may be denied where providing access would put yourself or another person at risk of mental or physical harm.

How can you lodge a privacy-related complaint, and how will the complaint be handled?

We take complaints and concerns regarding privacy seriously. Ask for Waminda's Complaint form and submit this to the Waminda Executive team, via post to 122 Kinghorne St, Nowra, 2541. A Waminda worker can assist you if you need help. Waminda's Complaints Management flowchart is attached to the complaint form.

You may also contact the Office of the Australian Information Commissioner (OAIC). For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Contact us for more information or a copy of our Privacy Policy, via phone on (02) 4421 7400 or via email admin@waminda.org.au