

PRIVACY POLICY

YOUR PRIVACY IS IMPORTANT TO US

Introduction

This privacy policy is to provide information to you on how your personal information (which includes your health information) is collected and used by Waminda, when you register to become a client, and the circumstances in which we may share it with third parties.

Waminda handles your personal information in accordance with the privacy principles under the *Privacy Act 1988* (Cth) and the *Health Records and Information Privacy Act 2002* (NSW), *Health Practitioner (New South Wales) Regulation 2016* and the Royal Australian College of General Practitioner Standards for general practices.

What personal information do we collect?

The kinds of information we will collect about you include:

- name, date of birth, address, contact details,
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors,
- healthcare identifiers such as Medicare, Pension or Department of Veteran's Affairs card numbers, and private health fund details for identification and claiming purposes,
- social and family history information including Aboriginality, sex and gender identity for the purpose of ensuring eligibility for our services and to provide the best quality health services to you,
- emergency contact and next of kin information.

We ask you to let us know if your information changes so we can ensure your information is accurate and up to date.

Why we collect, use, hold your personal information

Waminda collects, holds and uses your personal and health information to provide healthcare and wellbeing services (physical, mental, social and emotional) to you. Only people who need to access your information will be able to do so. We may also use your personal information to:

- provide you with information about other Waminda programs or events that may be of interest to you, or
- improve the quality of the services we offer to our patients through research and analysis of our client data.

We will not otherwise use your personal information for marketing any of our goods or services directly to you.

We also use your information for directly related business activities, such as financial (Medicare) claims and payments, quality improvement activities, and business planning (e.g. staff training). In addition, your de-identified information may be used for accreditation, research and reporting to funders of Waminda services.

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How we collect your personal information

Waminda will ordinarily collect your personal information from you:

- through our Registration and Intake process, when you first access our services and programs,
- during the course of providing medical services. We may obtain information through our access to your My Health Record (if you have one and consent to us accessing this), or
- through other contact with you, e.g., if you send us an email, call or SMS etc.

If it is not practical to collect information from you directly, we may need to collect personal information from other sources, or ask them for information on your behalf. This may include information from:

- your carer, representative, guardian or responsible person (if you have one),
- other healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services,
- your health fund, Medicare, or the Department of Veterans' Affairs (as necessary),
- other referring service providers to seek information.

We will only collect sensitive information (such as health information) about you from other sources if you have consented to this or we are required or authorised by law to do so. We would also let you know about collection of information from other sources unless we are required not to disclose this (e.g. mandatory reporting information).

We also collect information through our website and social networking services such as Facebook. We use this information to improve our website and receive feedback from the community.

When we may share your personal information

We may disclose your personal information:

- to third parties or contractors who we rely on for the provision of our services (such as IT services). These third parties are required to sign an agreement to protect the privacy and confidentiality of Waminda client information.
- to other medical service providers, such as your general practitioner or specialist medical practitioners. We will only supply this information with your consent or in certain circumstances where it is required for the delivery of health services, e.g. referral to another health service provider, liaising with government offices regarding billing/ Medicare payments, where it is necessary to prevent or lessen a serious threat to a persons life, health or safety, or other reason (as permitted by law).
- where we are required by Australian legislation or a court to do so (such as subpoenas to produce documents or mandatory reporting obligations).

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When we may share your personal information

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, clients can't be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

Other than in the course of providing services or as otherwise described above, Waminda will not share personal information with any third party without your consent.

Why and when your consent is necessary

.When you register to access Waminda health services, you provide consent for our staff to access and use your personal information so they can provide you with the best possible healthcare and wellbeing support. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

We may also need to confirm your consent to collect personal information on your behalf or if we are asked to disclose it (outside any situation where we are required or authorised by law to do so).

Dealing with us anonymously

You can make a general enquiry about our services without being required to identify yourself. However, to access our services, we require you to register and provide enough information for us to verify your identity. This allows us to; assess your eligibility, maintain your client file, and bulk bill our services. You can choose to use a preferred name (even a fake name) when receiving services from us, you just need to indicate this on our registration form.

How we store and protect your information

We have systems, policies and processes in place to keep your personal information safe from misuse, loss, unauthorised access and modification or disclosure including:

- using password protection (and changing passwords regularly), for accessing both computers and client databases,
- contracting a specialist Information and Communication Technology (ICT) company for our information management systems, who ensure Waminda has up-to-date antivirus protection and firewall protection,
- having dedicated Waminda staff responsible for management of our client database system (Communicare) and responding to any risks involving client information,
- maintaining a business continuity and information recovery plan in the event of any disaster,
- policies about proper employee use of ICT systems, management of client information, use of email and social media, and
- having physical controls such as positioning computers so that members of the public cannot view client information, and practices for secure disposal of hard copy records and old electronic equipment that could contain client information (like phones and computers).

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Even though Waminda has all this in place to protect client information, we can't guarantee 100% data security all of the time. If we suspect there has been a data breach, we will undertake an assessment (in accordance with the Notifiable Data Breach Scheme under the Privacy Act). If we determine there has been an eligible data breach, we will notify you as soon as reasonably possible. If the breach relates to the *My Health Records Act*, we may disclose your personal information to the system operator, the Australian Digital Health Agency to ensure the matter is fully resolved.

How you can access and correct your personal information

From time to time, Waminda workers will ask you to review and update your personal information as it's important that our information is correct and current.

You have the right to request access to your personal information. Requests can be made by completing and submitting an "Access to Personal Records" request form. You can ask any Waminda worker for a copy of this form, we can even assist you to fill this out. We will respond to your request within 30 days (or sooner where possible). In limited circumstances, we may not be able to provide you with some of your information (such as where it is legally restricted), in which case we will let you know the reason why.

If, in reviewing your information, you find that some information is incorrect, you can request that we correct or amend your information.

If you are concerned about your privacy

We take complaints and concerns regarding privacy seriously. You can access our complaint form and further information about how we handle complaints on our website (www.waminda.org.au), a Waminda worker can assist you to complete the form if you like.

Privacy complaints, or enquiries about privacy, can also be sent to Waminda (attention Privacy Officer) PO box 798 Nowra, 2541 or email administration@waminda.org.au.

You can contact the Privacy Officer on 1800 997 330 (Freecall) or 02 4421 7400 if you need further information.

If you are unhappy with the way Waminda deals with your privacy complaint you may also make a complaint to the Office of the Australian Information Commissioner (OAIC). You can access further information about privacy complaints at <https://www.oaic.gov.au> or call the OAIC on 1300 363 992.