

# Consumer privacy notice

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New England North West Health Ltd (Trading as HealthWISE New England North West) is bound by the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which set out a number of principles concerning the protection of your personal information.

A full copy of our privacy policy is available free of charge from our website or upon request from any of our offices.

## Types of information that we collect and hold

To support the provision and management of health services, HealthWISE needs to collect information about you that is relevant to the service being provided. This may include sensitive information, including information about your health. Providing the information requested, will ensure that we provide you with the most appropriate services and/or treatment.

## How we collect and use that information

Our methods for the collection of information are lawful and fair. Information will be collected from yourself (or your carer, if appropriate), your general practitioner (GP), your allied health professional or another person referring you to the service. By accessing services that are either provided by or provided through HealthWISE, you are consenting to provide us with information about yourself. Under the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, our provision of health services to you is what is considered as a “permitted health situation”, enabling us to collect and use the information provided to us for the purpose of health care.

We will only use your information for the purposes for which it was obtained - the planning and delivery of your care. Information used for statistics, reporting and future improvement of services will always be de-identified before disclosure.

## Accessing information which is held about you

Upon written request you may access the material recorded in your file. Your written request will be responded to within 30 days.

## Security and confidentiality

We take all reasonable steps to ensure that information about you is protected from unauthorised disclosure, loss, misuse or alteration. Personal information is held securely and is only accessible to authorised employees.

All client information is maintained and kept for at least seven years after the last consultation. In the case of children, information is kept until the child is 25 years old.

All personal information gathered by HealthWISE will remain confidential except when there is a legal requirement to disclose information; or where failure to disclose information would place you or another person at risk; or when your written consent has been obtained to release the information to a third party.

## Complaints

If you believe that there has been a breach of this policy, you should set out details of your complaint and send it to the HealthWISE New England North West Operations Manager at PO Box 1916, Tamworth NSW 2340. Complaints that are received will be resolved in accordance with the HealthWISE complaints handling procedures. Complaints will normally be investigated and either resolved or progress communicated to the complainant within 30 days. <http://healthwisenenw.com.au/contact-us/> Alternatively you can contact either:

NSW Health Care Complaints Commission 1800 043 159

or

Ombudsman NSW (Disability and Community services including NDIS) 1800 451 524