

**At Allied Healthcare Services Australia Pty Ltd, we understand that your privacy is important to you.**

As a care provider, we collect your information to ensure we maximise the care and service delivery for our clients, and to also meet government regulatory requirements.

We are required to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) under that Act (as well as applicable State and Territory legislation) to protect, properly use, correct and destroy (or de-identify) records containing personal information.

This Privacy & Collection Statement sets out, in summary, the purpose for which your personal information will be collected and used, the safeguards that are in place to prevent non-authorised access to your information, and how you can access this information

**Collecting Your Information**

Allied Healthcare Services Australia Pty Ltd will only collect personal information if it is reasonably necessary for our functions or activities. Health information (being a specific type of personal information) is only collected if we are providing a health service to you or where it is reasonably necessary for our functions or activities and you have given consent. The information is collected so that we can provide you with the most appropriate services and care (as applicable). Such information may include your name, address, date of birth, contact details, health and family history, ethnic background, signature, financial details and person responsible details.

Where possible we collect this information directly from you and we aim to ensure that all information is accurate and kept up-to-date. In an emergency, or if it is not possible to collect the information directly from you, we may need to collect information from your designated person responsible. We may also need to collect information from health professionals who have treated you so we can provide the care that best suits your individual requirements.

The Privacy Act allows for the possibility of identifying yourself by way of a pseudonym. However, an exception to this is where it would be impracticable for us to deal with an unidentified individual and this will commonly be the case for the services which we provide.

**Protection And Storage**

Your information may be held in paper and / or electronic files (or other forms such as images, x-rays, or audio or video recording) and Allied Healthcare Services Australia takes all reasonable steps to ensure your records are stored securely, following recognised security and storage processes.

We are required by law to retain certain records for specific periods of time (even after you may have ceased receiving our care or services), depending on the type of record and service. When any records are destroyed in keeping with legislated retention periods, Allied Healthcare Services Australia follows accepted secure protocols. You can seek more information on these legislated retention periods from our Information and Records Management staff via the Privacy Officer.

**Use And Disclosure**

As described below, staff will only use or disclose your personal or health information for:

- the primary purpose for which you have provided the information;

- a secondary purpose related (and in the case of health information, directly related) to the primary purpose of collection;
- a purpose you have consented to; or
- a purpose otherwise permitted by law.
- sharing information with your person responsible, your Medical Practitioner or other health services involved in your care, unless you request otherwise
- billing or other purposes required for the operation of Allied Healthcare Services Australia including safety & quality improvement initiatives. This may include Medicare, health funds and government bodies
- contacting you regarding client satisfaction surveys that help us to evaluate and improve our services
- In an emergency where your life is at risk
- for other purposes permitted or required by law.

#### **Access To Your Records**

Your personal and health information can be accessed by you, your legal representative, authorised Allied Healthcare Services Australia's staff and your nominated Medical Practitioner and pharmacist.

You can request access to all personal information held by Allied Healthcare Services. Requests must be made in writing by you or your legal representative, providing relevant identification. This is needed to ensure we maintain your privacy and security.

Access to your personal records may be refused in circumstances prescribed by applicable legislation, including if your Medical Practitioner and Allied Healthcare Services Australia agree that access would prejudice your physical or mental health, or put another person at harm.

If you believe information we hold about you is incorrect, please let us know and we will verify and correct the information.

#### **Agreement To Use of Your Information**

By providing your personal information, you agree to the use of such information in accordance with this Statement.

#### **Further Information**

Should you have any questions relating to information in this Privacy & Collection Statement or if you require further details about our privacy policies and practices, please contact Allied Healthcare Services Australia on 1800 50 50 70, or via email at [admin@alliedhealthcareservices.com.au](mailto:admin@alliedhealthcareservices.com.au)