

Access and correction of your personal information

Our Privacy Policy, available on request or at www.calvarycare.org.au, contains information including how you may access and update the personal information that we hold about you, how to lodge a complaint relating to our management of your personal information, and how we will deal with the complaint.

What third parties may we collect your personal information from?

Little Company of Mary Health Care Limited and its related Calvary services may collect your personal information from third parties including: external companies such as credit reporting agencies, law enforcement agencies and other government entities, medical professionals, relatives, holders of your power of attorney and from other health service providers in order to assist us in our provision of services to you.

We also collect your personal information in circumstances where your consent cannot be obtained, such as when there is an immediate need to provide you with health and care services by way of immediate emergency medical treatment where your state of health and/or life is at risk. In this situation we will collect your personal information in accordance with applicable law.

Laws that require or authorise us to collect your personal information

Unless you have chosen to opt-out from Australia's My Health Record system then we will collect, use and disclose your personal information in accordance with the My Health Records Act 2012 (Cth).

My Health Record is an electronic summary of your key health information, such as prescribed medications, allergies and treatments you have received. If you have not opted out of this system, we may collect and disclose personal information such as identification information, contact details and your medical history. For more information please visit www.myhealthrecord.gov.au/

If you are a patient or resident at one of our facilities, we may collect your Individual Healthcare Identifier from the Healthcare Identifiers Service Operator and use it for the purposes authorised under the

Healthcare Identifiers Act 2010 (Cth). Individual Healthcare Identifiers are used to identify and access patient records in the My Health Record system described above.

Privacy and Data Breach Notifications

Calvary comply with all applicable state, territory and federal privacy legislation and the requirements of the National Notification of Data Breach Scheme.

Overseas disclosure of personal information

We will seek your consent before any of your personal information is stored overseas.

If you have an enquiry or complaint about privacy

If you have an enquiry or complaint about our information handling processes, feel that the privacy of your health information has been interfered with, or you have questions in relation to our Privacy Policy:

Contact our National Privacy Officer via:

Telephone: 02 9258 1788

Email: privacy@calvarycare.org.au

Post: Attention: Privacy Officer, Little Company of Mary Health Care Limited, Level 12, 135 King Street, Sydney NSW 2000

All complaints will be dealt with fairly and as quickly as possible.

You may contact the Office of the Australian Information Commissioner if you are not satisfied that Calvary has resolved your complaint.

For further information please refer to the Patient Rights and Responsibilities brochure located at www.calvarycare.org.au or available at your nearest Calvary service.

About Calvary

Founded by the Sisters of the Little Company of Mary, Calvary is a charitable, Catholic health and care organisation operating in six of Australia's States and Territories with 12,000 staff and volunteers. We have a special concern for those most vulnerable and those reaching the end of their life. For over 130 years Calvary has provided health, aged and community care in a range of settings, including public and private hospitals, residential aged care and the community.

About your Personal Information and Privacy



Hospitality
Healing
Stewardship
Respect

Continuing the Mission of the Sisters of the Little Company of Mary



All Patients, Clients and Residents have a right to privacy

Calvary recognises and respects every person's right to privacy. We will collect and use the minimum amount of personal information needed for us to ensure you receive a high level of health, care and support services. Calvary will always endeavour to protect your privacy in the way we manage your information. This includes both hard copy and electronic records.

Why we collect your personal information

We collect your personal information:

- to provide health, community and aged care services to you;
- to send communications requested by you;
- to answer enquiries and provide information or advice about existing and new products or services;
- to provide you with access to protected areas of our website;
- to assess the performance and operation of our website;
- to provide personal information to health professionals and service providers involved in your care such as medical staff (doctors, surgeons, GPs), allied health providers (such as physiotherapists, pharmacists, radiologists and pathologists), community and aged care providers. At times information may be shared with third parties and those involved in your care, directly or indirectly, in order for us to provide your service;

- for the administrative, planning, product or service development, quality control and research purposes of Little Company of Mary Health Care Limited, its related services, contractors or service providers;
- to provide your updated personal information to Calvary services, contractors or service providers;
- to update our records and keep your contact details up to date; to process and respond to any complaint made by you;
- to comply with any law, rule, regulation, lawful and binding determination, reporting obligation, decision or direction of a regulator or in co-operation with any governmental authority of any country or in response to any subpoena or lawful request for production of information;

Additionally, as a mission-based Catholic organisation, your personal information may be provided to chaplains or other pastoral care workers to enable them to visit you, if you consent to such visits.

What happens if we can't collect your personal information?

If you do not provide us with your personal information, some or all of the following could happen: we may not be able to provide the requested products or services to you, including health and care services, either to the same standard or at all; we may not be able to provide you with information about the health and care services or products that you want, including information about treatment, contractual obligations, discounts, sales or special promotions; or we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

To whom will we disclose your information?

With your consent, we will disclose your information to the following individuals or entities for the provision of health and care services:

- your treating specialist or surgeon;
- your general practitioner, related health service providers including pathology, radiology, or any other service provider in order to provide you with health care and support services;
- your family, friends, legal representatives, guardians and attorneys in accordance with the law;

- the receiving health or care facility (to ensure continuity of care in the event of a hospital transfer)
- the My Health Record system operator by uploading information to your My Health Record;
- other entities in accordance with the Healthcare Identifiers Act 2010 (Cth) (in relation to individual healthcare identifiers);
- the relevant health fund, Medicare or the relevant Government and funding bodies (for the purposes of accounting, invoicing, billing and liaising with the party funding the health and care services);
- In addition, in the general operation of providing health and care services we could also disclose your personal information to:
 - our employees and, contractors or service providers for the purposes of the operation of our website, fulfilling requests from you, and to otherwise provide services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors, such as accountants, solicitors, business advisors and consultants;
 - other third parties with whom we have commercial relationships, for business and health and care related purposes, for example with our allied health and care providers such as physiotherapists and pathologists;
- any organisation for any authorised purpose, with your express consent.

