

## Collection Notice

### Third parties we may collect your personal information from

Little Company of Mary Health Care Limited and its related bodies corporate (**we, us, our**) 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 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

If you have chosen to opt-in to Australia's eHealth record system then we will collect, use and disclose your personal information in accordance with the *Personally Controlled Electronic Health Records Act 2012* (Cth). An eHealth record is an electronic summary of your key health information such as prescribed medications, allergies and treatments you have received. If you have opted in to 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.ehealth.gov.au](http://www.ehealth.gov.au).

If you are a patient 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 eHealth record system described above.

### Why we collect your personal information

We collect your personal information: to provide health 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 of the website and to improve the operation of the website; to provide personal information to our related bodies corporate, contractors (such as our doctors and surgeons), allied healthcare service providers (such as pharmacists, radiologists and pathologists) or other third parties (such as health care funds) in order for us to provide health care services to you; for the administrative, planning, product or service development, quality control and research purposes of Little Company of Mary Health Care Limited, its related bodies corporate, contractors or service providers; to provide your updated personal information to our related bodies corporate, 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; and 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 care services either to the same standard or at all; we may not be able to provide you with information about the health care services or products and services 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?**

We will disclose your information to the following individuals or entities with your consent for the provision of health care services: your treating specialist or surgeon; your general practitioner; related health service providers including pathology, radiology, or any other medical service provider in order to provide you with health care services; your family, friends, legal representatives, guardians and attorneys in accordance with the law; in the event of a transfer, the receiving health care facility to ensure continuity of care; to the PCEHR System Operator by uploading information to a patient's eHealth record; in relation to Individual Healthcare Identifiers, to other entities in accordance with the *Healthcare Identifiers Act 2010* (Cth); and for the purposes of accounting, invoicing, billing and liaising with the party funding the health care services, to the relevant health fund, Medicare or the relevant Government Department. In addition, in the general operation of providing health care services we could also disclose your personal information to: our employees, related bodies corporate, 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; and other third parties with whom we have commercial relationships, for business and healthcare related purposes, for example with our allied healthcare providers such as physiotherapists and pathologists; and any organisation for any authorised purpose with your express consent.

## **Access and correction of your personal information**

Our Privacy Policy, available at [www.calvarycare.org.au](http://www.calvarycare.org.au) or from us on request, contains information about how you may access and correct the personal information that we hold about you and how to lodge a complaint relating to our treatment of your personal information, and how we will deal with the complaint.

## **Overseas disclosure of personal information**

We will not disclose your personal information to anyone located overseas.

### Contact us

You may contact our Privacy Officer via telephone: 02 9258 1788, via email [privacy@calvarycare.org.au](mailto:privacy@calvarycare.org.au) or via post: Attention: Privacy Officer, Little Company of Mary Health Care Limited, Level 12, 135 King Street, Sydney NSW 2000.

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