

PRIVACY POLICY STATEMENT

The District Nurses is committed to providing quality services to all consumers. The Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act) govern the way in which we collect, use, disclose, store, secure and dispose of personal and sensitive information.

The District Nurses may collect personal, sensitive and health related information from you that is reasonably necessary to provide you with health care services and for administrative and internal business purposes related to the services you receive.

Often this will include collecting information about your health history, family history, your ethnic background or your current lifestyle to assist the home care teams provide appropriate services to you.

We will usually collect your health information directly from you. Sometimes, we may need to collect information about you from a third party (such as a relative or another health service provider). We will only do this if you have consented for us to collect your information in this way or where it is not reasonable or practical for us to collect this information directly from you, such as where your health may be at risk and we need your personal information to provide you with emergency medical treatment.

What is Personal Information?

Personal information is defined in the Privacy Act 1988 (Cth) as information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

What is Sensitive Information?

Personal information also includes '**sensitive information**' which is information such as your race, religion, political opinions or sexual preferences, biometric information used for biometric verification or identification, and biometric templates, and health information. Information which is 'sensitive information' attracts a higher privacy standard under the Privacy Act 1988 (Cth) and is subject to additional mechanisms for your protection.

What is Health Information?

Health information is a subset of 'personal information' and means information or an opinion about:

- the health or a disability (at any time) of an individual; or
- an individual's expressed wishes about the future provision of health services to him or her; or
- a health service provided or to be provided to an individual, that is also personal information

Sometimes, personal information may be collected in the form of clinical images taken during service visit for the purpose of assisting with your treatment or recording developments in your treatment (for example wound photography). TDN will, in such cases, gain your consent, and manage your personal information contained in these clinical images in accordance with the APPs and this Privacy Policy.

In some circumstances, TDN may collect information from an electronic Government record repository such as your My Aged Care record ('Government Record'). TDN may access personal information stored in your Government Record in accordance with the access controls that you have set within each system (as applicable). TDN will only access information stored in the Government Record to the extent required for your services provided by TDN.

Storing Your Information

Storage of personal information may be in physical (paper) form and may also include through an electronic client management system, including our finance system and incident management system.

How We Use Your Personal Information

TDN only uses your personal information for the primary purpose for which you have given the information to us, unless one of the following applies:

- The secondary purpose is related (or for sensitive information, directly related) to the primary purpose for which you have given us the information and you would reasonably expect, or we have told you, that your information is usually disclosed for another purpose or to other individuals, organisations or agencies (see below);
- you have consented for us to use your information for another purpose;
- TDN is required or authorised by law to disclose your information for another purpose (see related secondary purposes set out below);
- the disclosure of your information will prevent or lessen a serious and/or imminent threat to somebody's life, health or safety or to public health or public safety; or
- the disclosure of your information is reasonably necessary for the enforcement of a criminal law or a law imposing a penalty or sanction, or for the protection of public revenue.

Related secondary purposes include:

- we may refer you to other health service providers for other services (for example, to a physiotherapist or occupational therapist). We may disclose your personal information to the relevant provider to the extent required for any such referral (including disclosing that information electronically).

Other uses

- We may also use your personal information where necessary for activities such as quality assurance processes, such as Aged Care Quality and Safety Commission accreditation, audits, risk and claims management;
- invoicing, billing and account management, including storage of provider details on TDN billing software or engagement of third party providers to assist with debt collection;
- to liaise with My Aged Care, Services Australia, Medicare, the Department of Veteran's Affairs or another payer and, where required, provide information to Medicare, the Department of Veteran's Affairs or other payer to verify services provided to you, as applicable and as necessary;
- the purpose of complying with any applicable laws – for example, in response to a subpoena or compulsory reporting to State or Federal authorities.

Access to and correction of your personal information

You have a right to have access to the personal information that we hold about you (this includes health information contained in your consumer file). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.

TDN will allow access or make the requested changes unless there is a reason under the Privacy Act 1988 (Cth) or other relevant law to refuse such access or refuse to make the requested changes.

If we do not agree to change your personal information in accordance with your request, we will permit you to make a statement of the requested changes and we will enclose this with your personal information.

Should you wish to obtain access to or request changes to your personal information held by TDN you can ask for our Privacy Officer (see contact details below) who can give you more detailed information about TDN's access and correction procedure.

TDN may recover reasonable costs associated with supplying this information to you.

Data security

TDN will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect your privacy.

TDN will destroy any of your information which is in its possession or control and which is no longer needed for the purpose for which it was collected provided we are not required under an Australian law or court/tribunal or otherwise to retain the information.

Overseas disclosure

TDN does not disclose your personal or sensitive information to overseas recipients.

Privacy Complaints



We take all privacy complaints we receive seriously.

If you believe we have not protected your personal and sensitive information as set out in this privacy policy, please let us know. If you wish to know more about our complaints handling policy, please contact us for a copy.

If you have any questions or concerns regarding your privacy, please contact our CEO (Privacy Officer) via:

- Phone: (03) 6208 0500, or
- Email: enquiries@thedistrictnurses.org.au, or
- Post: 2 Birdwood Ave, Moonah Tas 7009

If you are not satisfied with the result of your complaint to us you can refer your complaint to the Office of the Australian Information Commissioner (OAIC) as follows:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

Our Privacy Policy may change from time to time if we review it, or there are changes in the law, technology and industry practice. Changes made will be updated on our website.