

# Privacy Statement

What you need to know about PHN and the information we collect

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## Information Collected

The Pilbara Health Network collects personal information from various sources. This includes our members, patients receiving clinical or other services from us and persons wishing to apply for employment.

In most instances, we will collect name, address and contact information.

We may also request additional information depending on the nature of your contact with us.

However, we will only collect the information that is necessary for our primary intended purpose.

## How we use Information

The use of information depends on the purpose for which we collected it. Specific descriptions are listed below.

Generally, we may also use information for planning, improvement and research either internally or utilizing external agencies or research organizations. However, we take care to 'depersonalise' the information so that external agencies using the raw data or recipients of results will not be able to identify any individuals.

We may also contact individuals at intervals to request input into surveys or to advise that there is an event /service we are offering that may be of interest to them. However, there is a choice provided to 'opt out' of any further contact with us.

It is important to note that information may be provided to a court or tribunal when subpoenaed and that financial details could be sent to debt collection agency if repeated attempts to settle have been unsuccessful.

## Members

We will use your information to contact you and forward you any relevant correspondence or newsletter material.

## Patients

Where GP's refer or patients self-refer (according to program requirements), we will use the information collected (eg: health status, medical problems, other therapies/treatments, medication etc) to determine eligibility for services and to form a basis for which service(s) are suitable.

We may also be required to submit statistical and other data to government agencies such as the Commonwealth Department of Health or Department of Health WA. Wherever possible, information is de-identified.

Other health care providers or local doctors may contact us to obtain information about our patients so they may continue care appropriately. When this occurs, we will only release information if we have received prior written consent from the individual and for the specific third party.

## Staff

When we receive an application for employment, we request information that will help us determine a person's suitability for a position with us (qualifications, experience etc).

As part of our recruitment and selection processes, we usually require contact details for referees. If you are unsuccessful in your original application, we may retain your information and re-contact you if another suitable vacancy arises.

Upon appointment, we will request additional information such as Tax File Number, Superannuation and other similar types of information in order to fulfil our requirements.

During your employment with us, we may use any information about you to assist us with performance development and training.

We may be required to divulge information to external agencies (for example: our insurers, Worksafe etc) to assist us in the operation of our business. Such use and sharing of information is carried out in accordance with legislation requirements.

## Storage of Information

We protect your privacy by ensuring personal information is secure from unauthorised access, use or loss.

Any paper-based files are secured in locked cabinets. All electronic records are stored within a password protected IT Server environment. Access to records is restricted to those staff whose position necessitates primary access to the information.

All staff are required to adhere to our privacy and confidentiality policy.

## How You Can Access Your Information

Individuals have a right to access their information under The Privacy Act (1988) -some exclusions do apply.

PHN also provides right of access to current employees although this is not currently a legislated requirement.

We are allowed a reasonable response time to any such requests and may levy a reasonable charge, if appropriate.

If you need to update your contact information, we will do so at our earliest convenience. You simply need to advise us of the new information and we will confirm that the changes have been made. In these circumstances, we will only confirm if the details you are supplying are the same as those we have on file and/or make the updates you provide. We will not allow individuals to contact us (either in person or by telephone) and provide them with the details we have. This is to reduce the risk of inadvertently giving another's details in error or through design by the enquirer.

Patients may access information about their care. However, documents which have been submitted by other health care professionals (eg: General Practitioners, Specialists etc) are not the property of PHN and therefore patients would need to apply for access directly to them.

If you find other information that you do not agree with, we may remove or change the material but are not obligated to do so. However, you are entitled to add a comment or further information to the file.

Generally, access to information would be permitted in viewing of documents /files on the premises (ie: the information could not be taken to another location or copies made). Legal proceedings may form an exception to this policy.

## For More Information

Please contact us (during business hours) on ☎ 9185 6662 or email at: [info@phn.org.au](mailto:info@phn.org.au).