



Tasman Health Care is committed to ensuring the privacy and confidentiality of all personal information (including health information and sensitive information) affiliated with Tasman Health Care's services.

Tasman Health Care follows the terms and conditions of privacy and confidentiality in accordance with the Privacy Act 1988.

The Australian Privacy Principles regulate how Tasman Health Care may collect, use, disclose and secure personal information.

This policy covers the following:

- Types of Personal Information
- How personal Information is collected
- The purposes for collecting, holding and disclosing personal information
- How patients may access and request correction of their personal information
- How is personal information stored
- How patients may complain about a breach of the Australian Privacy Principles

Types of Personal Information

Personal information is information about an identified individual. Tasman Health Care collects information from each patient that is necessary to provide that patient with appropriate standard of oncology care. This personal information may include information about a patient's medical history, family history, ethnic background, genetic information, lifestyle and contact details in order to assist the oncologists in providing appropriate medical care.

We also collect personal non-medical information such as Medicare and concession card details, workers compensation or insurance claim details, payment details and social details including patient's next of kin.

How is personal information collected?

Personal information is usually collected from the patient, however, with patient consent, health information may also be collected from a third party – usually another health service provider such as a pathology laboratory or another specialist.

The purposes for collecting, holding and disclosing personal information

There are a number of reasons that Tasman Health Care obtains personal information from patients, some of which are listed below:

- To provide appropriate medical care
- To communicate with the patient regarding their health service
- To comply with our legal obligations, including mandatory reporting of communicable disease
- To enable us to manage administrative services including billing and processing health insurance claims
- To liaise with private insurers, Medicare, DVA etc
- To enable our facilities and our service providers to comply with their legal and regulatory obligations.



We may disclose an individual's personal information to the following parties:

- Other health service providers involved in the patient's treatment to enable continuity of care
- Private health insurers
- A patient's guardian or spouse when the patient is unable to communicate, unless the patient has requested otherwise
- Close family members, in accordance with the recognised customs of medical practice

Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required.

How patients may access and request correction of their personal information

Patients hold the right to access to their personal information held by Tasman Health Care. They also may request an amendment to their record if it contains inaccurate information.

Once a patient requests access to his/her personal information, Tasman Health Care will respond within 10 working days of receiving the request.

How is personal information stored

Tasman Health Care staff are required to protect the privacy of all patients. They must take reasonable steps to insure that patient information is kept from misuse, interference, loss, unauthorised access or disclosure. These protective procedures including access control procedures, network firewalls, password protection and physical security measures to protect patient records and information.

In addition, Tasman Health Care staff sign confidentiality agreements and also have document retention and destruction policies

How patients may complain about a breach of the Australian Privacy Principles

If patients have questions about this Privacy Policy or feel as though their personal information has been mishandled, they may contact the Tasman Health Care Quality Manager via tasmanoncologyresearch@tasmanoncology.com.au.

Tasman Health Care takes any complaint seriously and will deal with all complaints fairly and promptly.

If patients are not satisfied with the response provided by the Quality Manager, they have the right to forward their complaint to the Office of the Australian Information Commissioner (OAIC) via the contact details below:

Website: www.oaic.gov.au

Telephone number: 1300 363 992

In writing: Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001

This Privacy Policy was last updated in March 2017 and may be updated at a later date. The most up-to-date version can be obtained by emailing the address above.