

Document No.	3004	Privacy and Confidentiality Policy 
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Revision History

Revision Date	Revision No.	Change	Responsible Person
19 Nov 2020	1.5	Policy reviewed (NDIS standards)	Quality Manager
20 Oct 2023	1.6	Policy reviewed	Quality Manager
06 May 2026	1.7	Policy updated	CEO

1.0 Privacy Policy

North and West Remote Health Limited A.C.N. 150 599 027 are committed to ensuring the privacy and confidentiality of your personal information. NWRH recognises the need to be consistent, cautious and thorough in the way that information about clients, staff and stakeholders is collected, stored and shared.

In this Privacy Policy, the expressions "NWRH", "we", "us" and "our" are a reference to North and West Remote Health Limited A.C.N. 150 599 027 and its Related Bodies Corporate and Related Entities.

This Privacy Policy applies to Personal Information, Sensitive Information and Health Information collected by us. We are bound by the *Privacy Act 1988* (Cth), which governs the way private sector organisations collect, use, keep secure and disclose Personal Information.

We collect Personal Information in connection with the grant funding we receive from Government agencies to provide the Services to you. We are required to disclose information to these Government agencies in accordance with the terms and conditions of our grant and funding arrangements.

By being a client of us, transacting with us, using our Website or providing Personal Information, Sensitive Information or Health Information to us in any way, you agree and consent to the collection, maintaining, holding, use and disclosure of your Personal Information, Sensitive Information and Health Information as set out in this Privacy Policy.

We have taken steps to implement practices, procedures and systems to meet our commitment to you that information collected will be appropriately handled and managed and we are able to deal with any inquiries or complaints you may have about the way your Personal Information, Sensitive Information and Health Information is dealt with by us.

As required by the Australian Privacy Principles, in addition to other things, this Privacy Policy sets out:-

- the type of information that is collected and held by us;
- how information is collected and held by us;
- why we collect, hold, use and disclose information;
- how you can access your information;
- how a complaint can be made and how it will be dealt with by us; and
- if your information is likely to be disclosed overseas.

We recommend that you keep this Privacy Policy for future reference.

2.0 Definitions

Act means *Privacy Act 1988* (Cth) as amended from time to time.

Confidential Information means:

- a) a fact, data, equipment, financial data, client lists, client jobs and volume, internal company records, an opinion, a secret, an idea, a process, a methodology, a know how, a model, a formulation in relation to NWRH or their Related Entities, Related Bodies Corporate, stakeholders, contractors or agents; and
- b) includes copies of the Confidential Information, whether such copies are tangible copies, or stored by an electronical computer assisted medium, including disk, diskette, or tape or stored in any other manner whatsoever,

but excludes information which is in the public domain.

Health Information has the same meaning as it has under the Act.

Personal information has the same meaning as it has under the Act.

Primary Purpose means Personal Information or Sensitive Information (including Health Information) about an individual that was collected for a particular purpose. Any use of disclosure of the information for another purpose is known as the "Secondary Purpose".

Related Body Corporate or **Related Bodies Corporate** has the same meaning as under the *Corporations Act 2001* (Cth).

Related Entity or **Related Entities** has the same meaning as under the *Corporations Act 2001* (Cth).

Services means the services and/or products provided by us or facilitated by us.

Sensitive Information has the same meaning as it has under the Act.

Website means www.nwrh.com.au or any other Website or application we may establish or operate from time to time.

The meaning of any general language is not restricted by any accompanying example, and the words 'includes', 'including', 'such as', 'for example' or similar words are not words of limitation.

3.0 Types of information that is collected and held by us

3.1 We collect Personal Information, Sensitive Information and Health Information to provide our Services to our clients and the functions and activities undertaken by us. We collect information about staff, clients, stakeholders and other individuals who have dealings with us for administrative needs, to conduct our business, for legislative compliance and for marketing purposes.

3.2 The type of Personal Information we may collect from you includes (but is not limited to) the following:

- (a) your contact information such as full name (first, middle and last), e-mail address, current postal address, residential and delivery address (if different to postal address) and phone numbers;
- (b) your date of birth and gender;
- (c) information about your family or other related persons, including (but not limited to) your partner, parents, children, dependents, carer or attorney;
- (d) your financial or billing information including (but not limited to) bank account details, direct debit, credit card details, billing address, repayment information and invoice details;

- (e) any additional information required to provide you with our Services including but not limited to products or services we have provided to you and/or that you have enquired about;
 - (f) your opinions, statements and endorsements collected personally or via surveys and questionnaires;
 - (g) your emergency contact details;
 - (h) your government or other unique identifier numbers including (but not limited to) your Medicare and NDIS number (although we may not adopt this number as our own);
 - (i) your other healthcare providers;
 - (j) your healthcare insurance details; and
 - (k) any other information requested by us and/or provided by you or a third party.
- 3.3 In addition to the above, we may also collect and hold your Sensitive Information and Health Information. We only collect Sensitive Information and Health Information where it is necessary for the purpose for which it is being collected and with the individual's consent unless the collection is required or authorised by law.
- The type of Sensitive Information and Health Information we may collect from you or record about you is dependent on the Services provided to you by us and will be limited to those purposes reasonably necessary for our functions or activities.
- 3.4 At the point of collection of Personal Information, Sensitive Information or Health Information, NWRH will provide notification as to:
- a) the purpose for collection;
 - b) how information will be used;
 - c) to whom (if anyone) information may be transferred and under what circumstances information will be transferred;
 - d) limits to privacy of information;
 - e) how a client can access or amend their information; and
 - f) how a client can make a complaint about the use of their information.
- 3.5 You may choose not to provide any identifying information or request that NWRH does not store any of your Personal Information. However, we may reasonably deny any such request including where Services are to be provided to you or where collection of information is required by law.

4.0 How information is collected and held by us

- 4.1 We collect and hold information from a number of sources. Where possible and practicable, we will only collect information from the individual to whom it relates or with that individual's written consent and authority. This will usually be collected through client meetings and official administrative processes and searches, but it may also be collected during the provision of Services or from written communications, electronic forms, online client portals, and information made available to us including through our Website and other third party platforms including social media.
- 4.2 Personal Information, Sensitive Information and Health Information is generally held in electronic form, on databases but may also be retained in paper form from time to time.
- 4.3 We are committed to paper reduction and client files and matters once finalised and closed will be retained in electronic format only with paper records returned or responsibly destroyed.

- 4.4 When an individual accesses our Website, log files (“cookies”) can be created by the web server that contains certain information including the Internet Protocol (IP) address of the visitor, the previous site visited, the time and date of access and pages visited and downloaded. Cookies allow a Website, to temporarily store information on an individual’s machine for later use. Our Website may use cookies to identify unique visitors to the site.
- 4.5 In order to improve the services that we offer and to assist current and potential new clients, we may store information about users of our Website to create a digital profile and to assist with Website performance and marketing purposes.
- 4.6 We may also use web analytics to obtain statistics about how our Website is accessed. Web analytics rely upon cookies to gather information for the purpose of providing statistical reports to us. The information generated by the cookie about an individual’s use of the Website is transmitted to and stored by web analytic service providers on servers located within and outside Australia, but it does not include any personally identifying information.
- 4.7 Individual users generally have the option to manage cookie preferences cookies by adjusting the settings in their web browsers. However, rejecting cookies may impact upon your functionality of our Website.
- 4.8 Our Website may contain links to other Websites or pages. We cannot control the privacy controls of third party Websites or providers and we are not responsible for the protection and privacy of any Personal Information which you provide whilst visiting those websites. Third party sites are not subject to our Privacy Policy.

5.0 Collection, use and disclosure of your information

- 5.1 When we collect Personal Information, Sensitive Information or Health Information from you, the reason for collecting it from you will usually be apparent or we will advise you why we are collecting that information and how we intend to use it. Sometimes the collection of the information is required or authorised by law and there are consequences for the individual if the Personal Information, Sensitive Information or Health Information is not collected. You have the right to ask us at any time why information is being collected if you are unsure.
- 5.2 We may also collect Personal Information, Sensitive Information or Health Information from your representatives, through our Website or other electronic communication channels, when sent to us via email or other communication from third parties, when required by law to do so, from publicly available sources of information, or from your other healthcare providers or Government agencies. We are not responsible for the conduct of third parties with respect to the handling of your Personal Information, Sensitive Information or Health Information including any violations by third parties of its own privacy policy or applicable law/s.
- 5.3 You might also need to provide Personal Information (including Sensitive Information Health Information in limited circumstances) about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to have informed those individuals that you are giving their Personal Information to us and to have advised them about this Privacy Policy.
- 5.4 The purposes for which we collect, hold, use and disclose Personal Information, Sensitive Information and Health Information is for a variety of different purposes relating to our functions and activities including:
 - (a) the Primary Purpose for which it is collected and related Secondary Purposes, provided that in the case of Sensitive Information or Health Information, the Secondary Purpose must be directly related to the Primary Purpose;

- (b) if required, the verification of your identity and personal details;
- (c) conducting research, provided that in the case of Health Information, any collection for research purposes that is not conducted with your consent must be in accordance with the Act, including where necessary for research relevant to public health or safety;
- (d) the provision of our Services to you, including sharing information with entities acting as our agents to provide our Services;
- (e) to communicate with you in order to provide you with our Services through various mediums such as email, SMS, social media, search engines and webpages;
- (f) to facilitate the administration and management of us including analytical research, market research and business development;
- (g) the administration and management of our Services, including charging, billing, credit card authorisation and verification, checks for financial standing, credit-worthiness (including but not limited to undertaking an assessment for credit loss and obtaining credit references from the trade references which have been nominated by you on your credit application form with us, if applicable), fraud and collecting debts;
- (h) the improvement, development and delivery of our Services (including to contact you about improvements and asking you to participate in surveys about our Services);
- (i) the maintenance, development and analysis of our Services, business systems and infrastructure;
- (j) advertising, marketing and promotional activities by us and our related bodies and third parties that we consider may be of interest to you (including direct marketing by direct mail, telemarketing, email, SMS and MMS messages and social media), provided that we will not use or disclose your Sensitive Information or Health Information for direct marketing purposes without your express consent;
- (k) to provide customer service functions, including handling customer enquiries and complaints and to resolve any disputes we may have;
- (l) to offer you updates, or other content or products or Services that may be of interest to you;
- (m) our compliance with applicable laws (including bankruptcy laws) and legal obligations, in response to a law enforcement agency's request, or where we have reason to believe that disclosing your Personal Information is necessary to identify, contact or commence legal action against a third party who may be causing injury or interference with our rights, property, Services or business;
- (n) the sale, and matters in connection with a potential sale, of our business or company to a third party, including mergers and transfers of the business or part thereof, provided that we will not disclose your Sensitive Information or Health Information in connection with a business sale without your consent or unless otherwise required or authorised by law;
- (o) third parties to collect and process data such as Google Analytics, Facebook Pixel, Google Adwords or other relevant businesses – this may include parties that store data outside of Australia – provided that we will not share your Sensitive Information or Health Information with these third-parties without your consent;
- (p) any other matters reasonably necessary to continue to provide our products and services to you;

- (q) where it is unreasonable or impracticable to obtain consent to the use or disclosure, and we reasonably believe the use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety;
- (r) where we have reason to suspect that unlawful activity or serious misconduct relating to our functions or activities has been, is being, or may be engaged in, and we reasonably believe the collection, use or disclosure is necessary to take appropriate action in relation to that matter;
- (s) where we reasonably believe that the use or disclosure is reasonably necessary for enforcement related activities conducted by, or on behalf of, an enforcement body;
- (t) internal and external quality assurance and accreditation, including the review, assessment and audit of compliance with applicable laws, standards and regulatory requirements;
- (u) (Health Information only) where the collection is necessary to provide a health service to you, and is required by or under an Australian law or conducted in accordance with the rules of a competent health or medical body imposing obligations of professional confidentiality;
- (v) (Health Information only) where the use or disclosure of genetic information about you is necessary to lessen or prevent a serious threat to the life, health or safety of one of your genetic relatives;
- (w) (Health Information only) where you lack capacity to consent or are unable to communicate consent and we are satisfied that disclosure to a responsible person is necessary, subject however to the Act; and
- (x) otherwise where permitted by law or where you have given your consent for us to collect, use or disclose the information for another purpose.

5.5 We may also use and/or disclose your Personal Information for other purposes which you consent to or which are required or permitted by law. This may include for a Secondary Purpose that is related (or directly related for Sensitive Information or Health Information) to a purpose for which we collected it, and for which you would reasonably expect us to use or disclose your Personal Information.

5.6 In the event we propose to use or disclose your Personal Information other than for reasons as expressly permitted under this Privacy Policy, we will first seek your consent prior to such disclosure or use.

5.7 Some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information, we may be unable to provide you the Services.

5.8 We will take reasonable steps to ensure that all Personal Information, Sensitive Information and Health Information collected, used and disclosed is accurate, up-to-date and complete, including but not limited to updating our records when you advise of changes to your information.

6.0 The types of organisations to which we may disclose your information

6.1 We may disclose your Personal Information (including, in certain limited circumstances, your Sensitive Information and Health Information) to organisations outside of us for a purpose directly related to the Primary Purpose of collection detailed in this Privacy Policy. Examples of organisations and/or parties that your information may be provided to for a purpose directly related to the Primary Purposes of collection detailed in this Privacy Policy includes but is not limited to:

- a) development, analysis, business and intelligence groups;

- b) advertisement providers;
- c) authorised representatives or advisers, or any other organisation or individual, when you ask us to do so;
- d) third parties who assist us in the provision of our Services and who collect and process data;
- e) our employees, potential agents, Related Entities or Related Bodies Corporate;
- f) our professional advisers (including solicitors, consultants, and the like);
- g) external quality assurance and accreditation bodies (including but not limited to the NDIS Quality and Safeguards Commission and the Aged Care Quality and Safety Commission);
- h) anyone to whom we transfer our business (or any part of);
- i) credit reporting agencies, courts, tribunals, regulatory authorities and law enforcement bodies and officers; and
- j) any government agency or service provider.

6.2 Your Personal Information, Sensitive Information and Health Information is disclosed to these organisations and/or parties only in relation to the Services we provide to you or for a purpose permitted by this Privacy Policy however we are not responsible for the conduct of third parties with respect to the handling of your Personal Information.

7.0 Disclosure of information overseas and cross border disclosure

- 7.1 Any Personal Information, Sensitive Information or Health Information provided to us may be transferred to, and stored at, a destination outside Australia, where we may utilise overseas data and website hosting facilities or where we have entered into contractual arrangements with third party service providers to assist us with providing our Services to you. Your information may also be processed by staff or by other third parties operating outside Australia who work for us or for any suppliers, agents, partners or related companies of ours.
- 7.2 The Act requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your Personal Information, Sensitive Information or Health Information outside of Australia do not breach the privacy principles contained within the Act. By providing your consent, under the Act, we are not required to take such steps as may be reasonable in the circumstances.
- 7.3 By submitting your Personal Information, Sensitive Information and Health Information to us, you expressly agree and consent to the disclosure, transfer, storing or processing of your information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to Personal Information and you may not be able to seek redress in the overseas jurisdiction.
- 7.4 If you do not agree to the transfer of your Personal Information outside Australia, please contact our Privacy Officer.

8.0 Data security

- 8.1 We may store your information in hard copy or electronic format. Information collected by us will be held in an appropriately secure manner, depending on the information and method of collection, including:
 - (a) online and offline databases;
 - (b) online file servers; and
 - (c) locked drawers or filing cabinets.

- 8.2 NWRH will take steps to protect your information against loss, unauthorised access, modification or disclosure and against other misuse. However, we cannot guarantee the security of all transmissions of Personal Information, especially where the internet is involved. The transmission and exchange of information is carried out at your own risk.
- 8.3 You acknowledge that we are not liable for the safety of your Personal Information where you provide or allow access to such information by parties other than us.
- 8.4 Notwithstanding the above, we will take reasonable steps to:
- a) make sure that the Personal Information we collect, use or disclose is accurate, complete and up to date;
 - b) protect your Personal Information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods, including but not limited to:
 - locking filing cabinets and unattended storage areas
 - physically securing the areas in which the personal information is stored
 - not storing personal information in public areas
 - positioning computer terminals and fax machines so that they cannot be seen or accessed by unauthorised people or members of the public
 - using two step authentication process to access NWRH electronic medical records.
 - ensuring information is transferred securely (including by using encryption technology) where possible or where not possible ensuring that appropriate safeguard measures have been taken
 - installing virus protections and firewalls
 - c) ensure that information is only able to be accessed and used by employees that require the information to provide the Services to you and that access to your information is granted to employees on a 'needs to know' basis.

Attempts to access Personal Information or Sensitive Information by an unauthorised employee or use by an employee of Personal or Sensitive Information for any other purpose than that which it was collected (except in permitted general situations) is forbidden and may result in disciplinary action; and
 - d) destroy or permanently de-identify Personal Information if it is no longer needed for its purpose of collection.
- 8.5 The accuracy of Personal Information depends largely on the information you provide to us and we recommend that you:
- a) let us know if there are any errors in your Personal Information; and
 - b) keep us up-to-date with changes to your Personal Information (such as your name or address).
- 8.6 We may upload, access or store your Personal Information, Sensitive Information and Health Information on the 'My Health Record' platform. You:
- a) have the ability to privacy controls on your digital health record;
 - b) can set a code that restricts our access to certain documents contained within your records; and

- c) can ask to remove or amend a clinical document, and we agree, we shall take steps to amend or remove the document as soon as possible.

9.0 Direct Marketing

- 9.1 You expressly consent to us using your Personal Information, Sensitive Information and Health Information to provide you with information and to tell you about our products, Services or events or any other direct marketing activity (including third party products, services, and events) ("Direct Marketing Communications") which we consider may be of interest to you.
- 9.2 Without limitation to clause 7.1, if it is within your reasonable expectations that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your Personal Information, Sensitive Information and Health Information for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.
- 9.3 If at any time you do not wish to receive any further Direct Marketing Communications from us, you may ask us not to send you any further information about products and Services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the "unsubscribe" facility included in the email or by contacting our Privacy Officer.

10.0 Access and correction

- 10.1 You may request access to your Personal Information which we possess. Access will be provided except in some exceptional circumstances provided by law. Other situations in which access to information may be withheld include:
- there is a threat to the life or health of an individual;
 - access to information creates an unreasonable impact on the privacy of others;
 - the request is frivolous or vexatious or access to the information has been granted previously;
 - there are existing or anticipated legal proceedings; or
 - denial of access is required by legislation or law enforcement agencies.
- 10.2 If you would like access, or to correct any records of Personal Information we have about you, you are able to access or update that information (subject to the above) by contacting our Privacy Officer.
- 10.3 Personal Information may be corrected to ensure it is accurate, relevant, up-to-date, complete and not misleading, taking into account the purpose for which the information is collected and used. If the request to amend information does not meet these criteria, NWRH may refuse the request. If you request changes to your Personal Information and these changes are not made in accordance with this Privacy Policy, you may make a written statement about the requested changes which will be attached to our internal records.
- 10.4 NWRH may charge fees for granting you access to your information. You will be notified of the fees for accessing your information by invoice when your request is processed.

11.0 Internal information

- 11.1 Some information held by NWRH may be Confidential Information. Staff, employees, agents or representatives of NWRH will not disclose Confidential Information without the consent of the owner of the Confidential Information. All staff members, employees, agents or representatives of NWRH who are deemed to have breached privacy and confidentiality standards as set out in this policy may be subject to disciplinary action.

11.2 The Employee 'Personnel File Storage Policy (3047)' details how the organisation handles staff records to manage privacy and confidentiality responsibilities, including the storage of and access to staff personnel files and the storage of unsuccessful position applicants' information.

12.0 Data Breaches

12.1 NWRH will take appropriate action if a data breach occurs and Personal Information, Sensitive Information or Health Information we hold is lost or subjected to unauthorised access, use, modification or disclosure.

13.0 Consent

13.1 By using our Website, engaging us to perform or using our Services or by accepting the terms of one of our terms and conditions which refer to this Privacy Policy, you are agreeing to the terms of this Privacy Policy.

13.2 If you do not agree to the terms and conditions of this Privacy Policy, please do not use our Website and contact our Privacy Officer.

14.0 Updates to this Privacy Policy

14.1 In order to take account of new laws and technology, changes to our operations and practices and the changing business environment, this Policy will be reviewed and updated from time to time as is required by the Act and Australian Privacy Principles.

14.2 The most current version of our Privacy Policy can be located on our Website.

14.3 You can also obtain a copy of our Privacy Policy by contacting our Privacy Officer.

15.0 Privacy related complaints

15.1 If you have any questions about your privacy or privacy-related issues or wish to complain about a breach or suspected breach of your privacy or the handling of your personal information by us, please contact our Privacy Officer.

15.2 We may ask you to lodge your complaint in writing. Any complaint will be investigated by the Privacy Officer and you will be notified of the making of a decision in relation to your complaint as soon as is practicable after it has been made, usually within thirty (30) days.

Privacy Officer:

P: 261-263 Ross Rover Road, Aitkenvale Q 4814

E: info@nwrh.com.au

T: 07 4781 9300

www.nwrh.com.au

15.3 If we are unable to satisfactorily resolve your concerns about our handling of your personal information, you can contact the Office of the Australian Information Commissioner:

P: GPO Box 5218, Sydney NSW 2001

E: enquiries@oaic.gov.au

T: 1300 363 992

www.oaic.gov.au