

Collection Notice

General Practice/Urgent Care

St John Ambulance Western Australia Ltd (ACN 165 969 406) and its related bodies corporate Apollo Health Limited ('We') have legal obligations under the *Privacy Act 1988* (Cth) and the *Australian Privacy Principles* to protect your personal information. These are outlined in our Privacy Policy available online <https://stjohnhealth.com.au/privacy-disclaimer/>.

This Privacy Collection Notice explains how we hold, use, and disclose your personal or health information and how you can access this information. We may update and amend this Collection Notice to reflect changes in legislation, industry codes or in our operations.

We collect your personal information when you register as a patient with us and use our services, or from third parties, such as your referring health care provider or insurer.

The primary purpose for which we collect your personal information from you is:

- to ensure we provide the services you have requested or those deemed clinically appropriate, to provide high quality care and improve our services and to fulfil our obligations as required by law;
- for various other administrative functions associated with our services e.g. appointments, record-keeping, billing, claims processing, referrals or SMS /email updates on operational or service changes.

We may also collect your personal information from you for the secondary purpose of research or statistical activities relevant to public health or for the management, funding or monitoring of a health service.

We may disclose all or part of your personal information to:

- other healthcare providers in supporting your health care management, for example when referring for pathology, radiology, specialists and community health and as otherwise described in our Privacy Policy.
- organisations who conduct medical research, public health or clinical data linkage organisations as part of an ethics committee-approved research project in compliance with the National Health and Medical Council guidelines, legislation, government agency or regulatory, directions and guidelines.

We may contact you to provide anonymous feedback on your experience with General Practice or Urgent Care services provided by us, however, your participation is optional.

Your personal information can only be accessed via authorised doctors and staff with the appropriate security measures in place.

If you choose not to provide your personal or health information, we will be limited in performing the required medical or related services.

You have a right to access your personal information we hold on record, and you may ask us to update or correct your personal information. For more information on how you can access or correct your personal information please refer to our online Privacy Policy or contact one of the doctors or staff or email us at healthservices@stjohnwa.com.au.



Data Security

We protect your personal information as far as practicable from misuse, interference, loss, and from unauthorised access, modification, or disclosure, as further outlined in our Privacy Policy. Contact us should you have any concerns about the security of your personal information, for example where you may have an enforceable domestic violence restraining order against another individual.

Whilst we try to keep patient data within Australia, the nature of cloud computing means that some of our systems or third-party provider systems may process and store information overseas. We ensure any third-party providers have security measures in place to protect your personal information from being misused or interfered with. We also disclose your personal information overseas with your consent, for example if you usually live outside of Australia and require your patient record to claim on your health insurance.

Contact Us

If you have any questions or concerns about how your personal information has been handled or would like to access or correct your personal information, you can contact our Privacy Officer on (08) 9334 1222 or email: feedback@stjohnwa.com.au. Alternatively, you may write to us at PO Box 183, Belmont, WA 6984.