

COLLECTION NOTICE

General Practice and Urgent Care

St John Ambulance Western Australia Limited (ACN 165 969 406) and its related bodies corporate Apollo Health Limited (ACN 159 660 036) ('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 – www.stjohnhealth.com.au/privacy-disclaimer/.

This Collection Notice explains how we hold, use, and disclose your personal information (including health and sensitive information) and how you can access it. We may update and amend this Collection Notice from time to time to reflect changes in legislation, industry codes or our services.

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

The primary purpose why we collect your personal information is:

- to provide clinically appropriate services to you, to provide high quality care, and to fulfil our obligations as required by law;
- for administrative functions associated with our services including appointments, recordkeeping, billing, claims processing, and referrals or requesting reviews to improve our services.

We may also collect your personal information 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:

- you or your legal guardian or approved care giver, as requested by you, or required by law;
- other healthcare providers who support your health care management, for example when referring for pathology, radiology, specialists and community health services.
- 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 Research Council guidelines, legislation, government agency or regulatory, directions and guidelines.

We may use your personal information to contact you to provide anonymous feedback on your experience with General Practice or Urgent Care services provided by us, however, your participation is optional. We may ask you to leave an optional review to help others find our services or ask you if you would like to receive information about other services we provide, e.g. dental, GP services, urgent care or first aid training.

Your personal information can only be accessed via authorised Team Members with appropriate access and security measures in place. If you choose not to provide your personal or health information, we will be limited in providing services to you.

You have a right to access any personal information we hold about you. For more information on how you can access or correct your personal information please refer to our online Privacy Policy, contact one of our Team Members or email us at healthservices@stjohnwa.com.au.

Information 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. If 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, please contact us at healthservices@stjohnwa.com.au.

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 require our third-party providers to have security measures in place to protect personal information from being misused or interfered with. We may 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, or to update your local health service provider.

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.