



Privacy Statement

How GPH collects and stores information about you safely so that we can protect your privacy.

What information does GPH collect about me?

- Your name and contact details.
- The contact details of the person to call in case of an emergency and your next of kin.
- Details about your health and care.
- Information from other health care providers if this is needed for your care.

How does GPH use this information?

- To assist us to make decisions about your treatment or care with you.
- To help plan better services for you.
- To understand health needs more widely in our community.

There may be circumstances in which you do not want GPH to share your information. You can withdraw consent to share information. We will discuss this with you if it is likely to have an impact on your care.

My health record

- GPH supports the Australian Government's digital My Health Record system.
- GPH will not access your information in My Health Record without your consent.
- GPH will not upload your GPH-held health information to your My Health Record without your consent.

Who else may receive information about me?

- Other people within your GPH care team.
- Medicare may receive basic information for billing.
- If needed, your chosen chemist for a script, a specialist service or a pathology provider.
- A family member, carer or person nominated by you.
- A legal guardian
- The service that has referred you to GPH.
- Government funding bodies and agencies who disperse these funds get statistical and demographic information from us, but no one is identifiable.
- We will provide information to an organisation if we are required by law, such as a subpoena from a court.
- We will not provide your information to anyone overseas or to third parties without your permission.
- We will involve emergency contacts or 000 if there are safety concerns
- We inform appropriate services about abuse or neglect of someone under 16.

What to do should you feel that your privacy has not been respected?

- You can talk to your nurse, counsellor, worker or doctor.
- If you are still unhappy, you can talk to the Manager in charge at your service.
If you would like more help, please contact our Privacy Officer privacy@gph.org.au
You could also mail your concerns to:
Attention Privacy Officer
PO Box 1198
Wollongong NSW 2500.
- If you feel GPH has not protected your privacy or helped you with your concerns, you can contact the Officer of the Australian Information Commissioner: www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us

GPH takes your rights seriously. We make sure our staff are trained to safely manage your information and respect your privacy. You will be given written information telling you about your rights and responsibilities and how to provide us with feedback. We make sure your feedback is reported and dealt with as quickly as possible, we will keep you up to date with progress. We expect our staff to respond to your concerns.

How is my information stored?

- We keep your information secure. Only staff that need your health information access your record.
- Documents about you that are on paper are scanned into your electronic record and then destroyed.
- We keep your information for as long as is required by law.

Can I access my information?

Yes, you can apply to see your record, obtain a copy of your record or correct your record. If you feel you have not been supported with your request, you can contact the GPH Privacy Officer privacy@gph.org.au

To access your records, you can:

- Apply online at www.gph.org.au, under the Application to Access Records link
- Ask at your service to access your information
- Contact the GPH Privacy Officer at privacy@gph.org.au.

Please note: In some cases, GPH will charge a small fee to cover our costs, you can ask us about this before you apply. We will always let you know if this is going to happen.

Grand Pacific Health is a not-for-profit, primary health care organisation, whose services focus on physical health, mental health, youth health, Aboriginal health & chronic disease management.

Grand Pacific Health's vision is for equitable health care - where access to affordable, quality and culturally appropriate health services does not depend on where you live, or your background.

GPH covers a large area of NSW and the ACT, with organisations including:

