

St Vincent's Health Network

Personal Information Collection Notice for This Way Up®

1 Policy statement

St Vincent's Hospital Sydney Limited with respect to its facilities St Vincent's Hospital Sydney, Sacred Heart Health Service and St Joseph's Hospital (**St Vincent's Health Network**) must comply with all relevant Australian privacy legislation and is committed to protecting the privacy of the personal information including sensitive information which it collects and holds.

By completing your enrolment with This Way Up® and using the This Way Up® program you are providing personal information to St Vincent's Health Network.

2 How we collect your personal information

We generally collect your personal information directly from you for example through your use of the This Way Up® program, although there may be instances when we receive your personal information from someone else such as your treating physician who will provide us with, inter alia, your full name, email address and course recommendations. We collect sensitive information, which includes health information, only with your consent unless otherwise permitted by law, for example where it is impracticable to obtain your consent and the sensitive information is necessary for:

- (a) research relevant to public health,
- (b) the compilation or analysis of statistics relevant to public health; or
- (c) the management, funding or monitoring of health services.

When dealing with particularly sensitive personal information, such as your health information for a purpose that is not directly linked to the primary purpose of collection, we will generally seek your consent before using the health information. In only limited circumstances, for example where we are required by law to disclose information or in the event of a serious threat to your life or health, we will disclose your health information without your consent.

3 For what purposes do we collect your personal information

We may collect your personal information for a number of purposes, including:

- (a) to contact you;
- (b) provide health services and any ongoing related services to you, including education services and self-help learning;
- (c) in the course of supporting your healthcare professional in your ongoing care, if you are a patient;
- (d) to provide you with marketing materials in relation to services we offer, including the circulation of a periodic newsletter and other support services;
- (e) to improve and evaluate our programs and services (including information about your device, country location, referring domain, and pages visited) which may also be collected by a third party, for example Google Analytics));
- (f) recognise you as a provider of health care services (in respect to physicians);
- (g) to manage our relationship with you and to manage the payment and recovery of amounts payable to us by you;

- (h) appropriately manage our business, such as assessing insurance requirements, conducting audits, and undertaking accreditation processes;
- (i) assist us in running our health services business, including quality assurance programs, billing, improving our services, implementing appropriate security measures, conducting research and training personnel;
- (j) effectively communicate with third parties, including the NSW Ministry of Health, Medicare Australia, private health insurers and Department of Veterans' Affairs;
- (k) to comply with relevant laws; and
- (l) for other purposes which are reasonably necessary in connection with any of the above uses.

4 What happens if we don't collect your personal information?

It is your right not to give us any personal information and not to identify yourself to us. However, if you choose not to give us the personal information we request or do not wish to identify yourself to us, we may not be able to (to the extent applicable):

- (a) provide you with health services and any ongoing related services, including education services and self-help learning;
- (b) in respect to clinicians, recognise you as a provider of health care services and consequently facilitate your patient's use of our service and provide you with the marketing and other materials provided in association with the This Way Up® program and services offered by us .

5 Disclosing your personal information

We may provide your personal information to:

- (a) third parties involved in your care, such as clinicians, including your referring clinician;
- (b) third party service providers and contractors who perform services on our behalf, including software development and maintenance providers;
- (c) any of the entities included in St Vincent's Health Network or St Vincent's Health Australia Group;
- (d) research institutions with which St Vincent's Health Network collaborates;
- (e) private health insurance providers and Medicare Australia;
- (f) anyone authorised by you to receive your personal information (your consent may be express or implied);
- (g) anyone St Vincent's Health Network is required by law to disclose your personal information to.

6 Disclosing Overseas

Where permissible under the privacy laws we may disclose personal information to external service providers who may use, process and store that information overseas. For users of This Way Up® from Australia, at this time no personal information collected as part of the THIS WAY UP service is disclosed overseas. If you are using This Way Up® from outside Australia personal information is likely to be disclosed overseas to the country where you or your clinician is based

7 Access and Correction

The privacy policy for St Vincent's Health Network is accessible at <https://svhs.org.au/wps/wcm/connect/svhs/home/privacy-policy> and contains information about how you can access your personal information and seek correction of such information, as well as how to complain about a breach of the privacy policy or the Australian privacy legislation and how St Vincent's Health Network will deal with such a complaint

You can contact St Vincent's Health Network about any privacy issues as follows:

The Privacy Officer
St Vincent's Health Network
02) 8382 1111 (Hospital switchboard)
02) 8382 2250 (Executive Unit)
