

How do we protect your personal information?

The security of personal information is important to us. We take reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

How can you access or correct your personal information?

You can request access to or correction of your personal information.

To make this request, please contact us using our contact details provided below.

How can you make a complaint?

Please contact us using our contact details provided below if you have any questions or complaints about your privacy.

You also have the right to make a complaint to the Privacy Commissioner on telephone number 1300 363 992 or in writing to:

Office of the Privacy Commissioner
GPPO Box 5218,
Sydney NSW 2001

Our contact details

You can contact ACHA Health at:

ACHA Health
1 Flinders Drive,
Bedford Park SA 5042

Phone: 08 8275 3587

Fax: 08 8275 3772

Or via the contact us link at: acha.org.au



Privacy Policy Summary

We are committed to protecting your privacy



Ashford Hospital
Flinders Private Hospital
The Memorial Hospital

1 Flinders Drive,
Bedford Park SA

P 08 8275 3587 | **F** 08 8275 3772

acha.org.au



12/2023

Across Adelaide,
we care for you.



Ashford Hospital
Flinders Private Hospital
The Memorial Hospital

We will handle your personal information in compliance with the Privacy Act 1988 (Cth) and other applicable privacy laws.

This summary privacy policy provides basic information on how we handle your personal information.

Our full privacy policy can be found at: acha.org.au It provides full details on:

- how we handle your personal information; how you can access and correct that information; and
- how to contact us if you would like to make a privacy complaint.

This summary policy will address:

- What personal information do we collect?
- How do we collect your personal information?
- How do we use your personal information?
- Do we disclose your personal information to others?
- How do we protect your information?
- How can you access or correct your personal information?
- How can you make a complaint?
- Our contact details

What personal information do we collect?

If you are a patient, we will collect your personal information so that we can provide health services and other services to you. This could include your name, date of birth and contact details, and your medical history.

Sometimes we need to collect personal information from other people who deal with us. For example, job applicants, service providers, carers and emergency contacts for patients.

How do we collect your personal information?

We will collect personal information directly from you where it is practical to do so.

Sometimes we need to collect your information from someone else. We will only do this:

- with your consent; or
- where it is not practical to obtain this information from you and this is otherwise permitted by the privacy laws.

For example, if you are a patient, we may need to collect your information from your GP or family member where there is a serious threat to your life or health and you cannot provide consent.

How do we use your personal information?

We will generally only use your personal information for the main purposes for which you provided it to us.

If you are a patient, we will generally only use your personal information so we can provide health services to you.

If you are a person other than a patient (such as a service provider), we may use your personal information to manage our relationship with you.

If you have consented to the use of your personal information for a different purpose, we will use your information for that purpose.

We may also use your personal information for purposes which are directly related to the main purpose for which the information was collected. We will only do this in circumstances where you would reasonably expect us to use your information for these purposes.

We may also use your personal information where this is otherwise required or authorised by law.

Do we disclose your personal information to others?

We will generally only disclose your personal information to other persons for the main purposes for which you provided it to us.

If you are a patient, we will generally only disclose your personal information to other persons to continue your healthcare.

For example, we might need to give information to:

- other health service providers or health professionals involved in your care;
- a responsible person, like your guardian, parent or spouse, if you cannot communicate or do not have capacity; or
- close family (unless you have told us we cannot share your information with them).

If you are a person other than a patient (such as a service provider), we may disclose your personal information to other persons to manage our relationship with you.

We may also disclose your personal information for other purposes:

- which you have consented to;
- which are directly related to the main purpose for which the information was collected, where you would reasonably expect us to disclose your information for these purposes; or
- which are required or authorised by law.

