



12 Straven Road
Riccarton
Christchurch 8011
Ph:03 3485749

E: admin@stravenmedical.co.nz

PRIVACY STATEMENT:

This Statement tells you how Straven Medical collects, uses and shares your Personal Information.

Your 'Personal Information' is any information that can identify you as an individual. Your 'Health Information' includes information about your health or disabilities and medical history. In this statement when we say 'information', we mean both your Personal Information and your Health Information.

We comply with the Health Information Privacy Code 2020 and the Privacy Act 2020.

If you have any queries about anything in this Statement, email admin@stravenmedical.co.nz or phone 03 3485749 and ask to speak with our Privacy Officer.

How we collect your Information:

We collect information from you directly, or from someone you have given consent that we can speak to (for example, whanau, a support person or relative). We will talk to you first to collect information, unless there is a good reason not to (for example if you are sick and cannot agree to the information being provided to us).

How we use and share your information:

We use your information to provide you with health services.

There are times when by law we are required to share information, for example when requested by Te Whatu Ora – Health New Zealand

Patients' health information is confidential and should only be disclosed to the patient (or their representative) or with the patient's consent. There are some exceptions to this rule, however, which include where the disclosure is one of the purposes for which the information was collected (such as a referral), the information is publicly available or will be used in a form that does not identify the patient. You will find a full list of the exceptions to this rule in the HIPC (Rule 11)

The HIPC 2020 includes Rule 12 that refers to disclosure of health information outside of New Zealand and the conditions and exemptions that must be adhered to.

If Straven Medical receives a request for a patient's health information from any person who is providing (or is to provide) health services to the patient, we must disclose the information unless we have a lawful excuse for not doing so.

Patients are entitled to ask Straven Medical whether our practice holds information about them. They are also entitled to ask to access their information.

Holding your Information:

We use Microsoft Office applications for our administration systems and patient information is held on our practice management system - Indici

All reasonable steps are taken to ensure the personal information we collect is protected against loss, unauthorised access and disclosure or any other misuse. We have a number of security measures, including data encryption where possible and role-based access controls. We follow the relevant health standards and guidelines for storing and sending information.

Information is kept for as long as legally required and for our specific organisational purposes. We are legally required to keep your health information for 10 years after the last time we provided you with a health service.

Your Rights:

You have the right to:

- Ask us to see any of your personal information that we hold.
- Ask us to correct your information if you think it is wrong.

Your caregiver or representative can also ask for information about you.

To make a request to see or correct your information, please contact:

- Email: admin@stravenmedical.co.nz
- Call 03 3485749 and ask to speak with the Privacy Officer
- Mail: 12 Straven Road, Riccarton, Christchurch 8011

Privacy Complaints:

If you have concerns about your privacy and the handling of your personal information, please let us know. We will work with you and do our best to resolve your concern. We are always open to improving our processes and systems. If we are unable to resolve your concern, you have the right to complain to the Office of the Privacy Commissioner. Options for contacting the Privacy Commissioner are on the Commissioner's website - <https://www.privacy.org.nz/your-rights/making-a-complaint-to-the-privacy-commissioner/>