

## **STRAVEN MEDICAL PRIVACY STATEMENT**

Last updated: May 2026

This statement tells you how **Straven Medical** 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 **reception@stravenmedical.co.nz** or phone **03 3485749** and ask to speak with **the Practice Manager**.

### **Collection of your information**

We collect your personal and health information so that we can provide you with care and treatment, communicate with you and inform you of health services that may be relevant to you such as screening programmes.

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

To provide health services to you, your information is collected from other health care providers and organisations. These providers will have their own policies for sharing your information with us. Health providers we work with and receive information from can include other doctors, specialists, hospitals, laboratory and radiology and other results providers, community and social service providers, social workers, and other health professionals such as dental and optometry providers. Other organisations such as ACC and insurers, Ministry of Social Development and New Zealand Police may also send us information as required. Where practicable, we will let you know when we collect information from other healthcare providers.

We collect information in accordance with the Health Information Privacy Code 2020 and the Privacy Act 2020 and related health legislation like the Health Act 1956. In some situations, we may collect or share information without your consent where permitted under the Health Information Privacy Code, including where necessary to prevent or lessen a serious threat.

### **How we use and share your information**

We use your personal and health information to provide you with healthcare and to support the safe, effective running of our services, and we share it only when it is necessary for your care, required or permitted by law, or needed to meet funding, safety, and regulatory obligations.

We may also share information with government agencies such as ACC, the Ministry of Social Development, Manatū Hauora | Ministry of Health, and New Zealand Police where authorised or required by law.

## **Electronic Communications**

We may communicate with you by email, text message, patient portal, or other electronic means for appointments, recalls, results, health reminders, and administrative matters. While we take reasonable steps to protect your information, electronic communication may carry some privacy and security risks. By providing your contact details, you consent to us communicating with you electronically unless you tell us otherwise. Please let us know if you do not wish to be contacted in these ways.

## **AI-Assisted Documentation**

We may use clinical documentation or transcription tools to assist clinicians with note-taking and administrative efficiency. These systems are subject to privacy and security safeguards.

## **Cloud Services**

Some of our service providers or electronic systems may store or process information overseas. Where this occurs, we take reasonable steps to ensure appropriate contractual and privacy safeguards are in place in accordance with the Privacy Act 2020.

## **Staff Training**

All staff, contractors, and clinicians are required to maintain confidentiality and receive privacy and information security training appropriate to their role.

We will usually tell you before we share your information, although we might need to share information without telling you first, for example because we are concerned about your or someone else's life or health.

There are times when by law we are required to share information, for example when requested by Manatū Hauora | Ministry of Health, or the Health and Disability Commissioner.

Pegasus Health (Charitable) Limited receives information from us so that you can receive subsidised funding, and for clinical and administrative support.

If concerns are raised about the care or services we provide, we may disclose relevant health information to our regulators, insurers, indemnity providers, or legal advisers for the purpose of managing and responding to the concerns.

Our practice uses HealthOne. HealthOne is a South Island based secure electronic record that allows registered healthcare providers *directly involved in your healthcare*, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne adheres to the principles of the Privacy Act 2020 as well as the Rules set out in the Health Information Privacy Code 2020. Access is only possible via an approved highly secure healthcare information network which is regularly audited and tested.

Privacy auditing is used to check that only those directly involved in *your care* are accessing your information. To find out more about HealthOne please visit the [HealthOne website](#). Please note that you are entitled to restrict the sharing of your healthcare records by contacting [0508 837 872](tel:0508837872) or emailing [healthone.privacy@pegasus.health.nz](mailto:healthone.privacy@pegasus.health.nz).

## **Holding your 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 a minimum of ten years after the last time we provided you with a health service.

We take reasonable steps to protect your information from loss, unauthorised access, or misuse, including secure systems, access controls, and staff training.

## 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.
- Request reasonable limits on how your information is used or shared, although this may affect our ability to provide care.

Your caregiver or representative can also ask for information about you. We may provide information to a caregiver or representative where they are authorised to act on your behalf, unless there is a lawful reason not to.

To make a request to see or correct your information, please contact [reception@stravenmedical.co.nz](mailto:reception@stravenmedical.co.nz). **This will be forwarded to the correct provider to respond to your request.**

If we are not the right people to respond to your request for information, we will let you know, and transfer your request to the right place. For example, it might be better that we ask another treatment provider to respond to you directly.

We will respond to you as soon as we can. If a response is going to take longer than 20 working days from the date of your request, we will let you know and keep you updated.

We will talk to you about how to give you the information, for example, if you want this as hard copy printed documents, or if we can email it to you. It is important that you receive your information safely. This may mean that we agree with you to send documents by courier requiring your signature, or the information is collected in person.

If the information is collected in person, then you will need to provide identity information, such as your driver's licence or Kiwi Access Card. This is so we ensure we provide the information to the right person. We only need to see the identity information, and don't keep a copy.

We may first ask your representative for some further information so that we know we are speaking to the right person and that they are authorised to talk to us on your behalf.

## 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 \(privacy.org.nz\)](http://www.privacy.org.nz).

We may update this privacy statement from time to time. The current version will be available from our practice or website.