

PRIVACY STATEMENT:

This Privacy Statement explains how Straven Medical collects, uses, stores and discloses your personal and health 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.

Straven Medical complies with the Privacy Act 2020 and the Health Information Privacy Code 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 directly from you whenever possible.

Sometimes we may collect information about you from someone else where it is necessary to provide you with safe and appropriate healthcare. This may include information from:

- a family member, caregiver or support person;
- another healthcare provider such as a hospital, specialist, pharmacy, laboratory or allied health provider;
- Health New Zealand | Te Whatu Ora;
- the Accident Compensation Corporation (ACC);
- or another organisation involved in your care.

Where we collect health information about you from someone other than you, we will take reasonable steps to notify you that we have collected the information, in accordance with Rule 3A of the Health Information Privacy Code 2020, unless an exception under the Code applies. For example, we may not need to notify you if you are already aware that the information has been shared with us, or where another lawful exception applies.

We will generally collect information directly from you unless there is a good reason not to do so (for example, if you are unwell and unable to provide the information yourself or where it is necessary for your care).

How we use and share your information:

We use your personal and health information to provide you with safe and appropriate healthcare and related administrative services.

We may receive and share health information with other health providers involved in your care (such as hospitals, specialists, pharmacies, laboratories, community healthcare providers and Health New Zealand | Te Whatu Ora) where this is necessary to provide you with appropriate healthcare and is permitted under the Health Information Privacy Code.

There are times when we are required or authorised by law to collect, use or disclose your information, for example when requested by Health New Zealand | Te Whatu Ora, the Ministry of Health, ACC or where another enactment permits or requires us to do so.

Patients' health information is confidential and should only be disclosed to the patient (or their authorised representative) or with the patient's consent. There are some exceptions to this rule, including where the disclosure is one of the purposes for which the information was collected (such as a referral), where the information is publicly available or where it will be used in a form that does not identify the patient. A full list of the exceptions is contained in Rule 11 of the Health Information Privacy Code 2020.

Rule 12 of the Health Information Privacy Code 2020 sets out additional requirements for disclosure of health information outside New Zealand.

If Straven Medical receives a request for a patient's health information from another health provider who is providing, or is to provide, health services to that patient, we will disclose the information unless there is a lawful ground for withholding the information under the Health Information Privacy Code 2020 or another enactment.

Patients are entitled to ask Straven Medical whether we hold personal information about them. They are also entitled to request access to that information.

Holding your Information:

We use Microsoft 365 for our business administration systems and Indici as our Practice Management System. Your personal and health information is stored securely within these systems.

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.

- Ask us how we have collected, used or disclosed your personal information.

Your authorised representative or person legally entitled to act on your behalf may also request access to your information where permitted by law.

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 continually improving our privacy practices, processes and systems. If we are unable to resolve your concern, you have the right to complain to the Office of the Privacy Commissioner.

Website: [Office of the Privacy Commissioner](#)

Phone: 0800 803 909

Document Owner: Privacy Officer

Approved by: Practice Manager

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