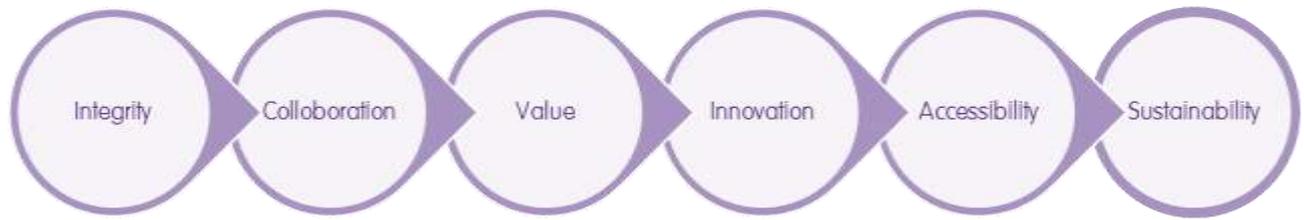


## HCA Right to Privacy Statement



**Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability**  
are the values that underpin all of our services and relationships.

## Policy Statement

HCA is committed to protecting an individual's right to privacy. We maintain the necessary internal control systems to ensure that information is secure and protected.

## Policy Details

### What is your personal information?

Your personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). We only collect personal information necessary for the purposes of processing requests you make of us; offering you services. Personal information includes sensitive information.

### What is 'sensitive' information?

Sensitive information is a special category of personal information. It is information or an opinion about your

- Racial or ethnic origin
- Political opinion
- Membership of a political association or religious beliefs, affiliations or philosophical beliefs
- Sexual preferences or practices
- Criminal record
- Health or disability (at any time)
- It includes personal information collected to provide a health service.

In accordance with other laws such as Anti-Discrimination, HCA will only seek to collect sensitive information (e.g. health information, information about your racial or ethnic origin, any criminal record), if in our view it is necessary for the delivery of your service (for example, complying with legislation).

Sensitive information can, in most cases, only be disclosed with your consent.

### What information do we collect, hold and use?

The type of personal information HCA may collect and hold includes (but is not limited to):

- Your contact information such as full name, e-mail address, current postal address and phone numbers

- Your date of birth
- Support plans
- Relevant payment or billing information (including bank account details, credit card details, billing address).
- Responses to questions or queries that HCA may ask you
- Information required to improve the services and information we provide

## **How will your information be collected?**

Most information we hold is collected directly from you. We also collect information from publicly available websites, directories and databases and via Facebook and other social media tools.

Specific ways that HCA may collect your information include:

- When you make an inquiry about using our services and support either directly or through our website
- When we receive information about you
- Information you have authorised a third party to pass on to HCA
- When you are named in feedback
- When we receive information about an insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest,
- When you provide us with any additional information about you.

HCA may also collect personal information in the normal course of business. This information is collected through meetings, phone calls, letters, faxes, e-mails, as well as agreements, documents and dealings.

If, for any reason, HCA collects your personal information from another organisation, HCA will, whenever reasonable, make you aware of this fact and why your personal information was collected that way.

## **How will your information be used and disclosed?**

HCA may use and disclose your personal information for the primary purpose for which it is collected or for the following purposes.

We will only disclose certain information if the disclosure is required or authorised by law or the disclosure is necessary for the business of HCA.

You consent to HCA, its contractors, employees, agents and third party service providers using and disclosing your personal information for the primary purpose for which it was collected or for verifying your identity in relation to:

- Our management of any complaint, feedback, investigation or inquiry in which you are involved in
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information
- To support the needs of the customer
- Through client feedback and surveys
- Asking for your participation in our campaigns
- Improving our web site and any services provided by HCA, including contacting you about those improvements and asking you to participate in surveys
- Direct marketing by, or on behalf of HCA, in relation to events, conferences and promotional activities (including by direct mail, telemarketing, e-mail, SMS and MMS messages)

- Providing information on our compliance with applicable laws
- Any other matters reasonably necessary to facilitate the primary purpose for which the personal information was collected.

## E-mails

It is HCA's policy only to send e-mails to customers who give us permission to do so. You hereby consent to HCA sending you e-mails. Every e-mail will include instructions on how you may unsubscribe if you do not wish to receive any future e-mails

## How can you gain access to your information to correct it if it is wrong?

Subject to some exceptions you have a right to see and have a copy of personal and sensitive information about you that HCA holds.

We will endeavour to ensure that:

- Your personal information is accurate, complete and up to date and relevant for the purpose for which it was collected;
- Your personal information is protected from misuse, loss and from unauthorised access, modification or disclosure, and;
- Your personal information that is no longer needed for any authorised purpose is destroyed or permanently de-identified where it is legal and reasonable to do so.

If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete or up-to-date, we will take every step to correct it so that it is accurate, completed and up-to-date.

If you wish to exercise your rights of access and correction, please refer to the section below: 'How to contact us'.

## How do we store and protect the information we hold about you?

We will take steps to protect personal information held by HCA from misuse and loss and from unauthorised access, modification or disclosure. We use physical security and restricted access to electronic records. We will store your personal information for a reasonable period of time necessary for us to provide services to you as required by law.

## Specific consents

In addition to all the above, HCA will obtain your specific consent before:

- asking for your participation in our campaigns, and/ or;
- contacting you about improving our web site and/or any services provided by HCA, including asking you to participate in surveys, and/ or;
- Direct marketing by, or on behalf of, HCA, including in relation to events, conferences and promotional activities (including by direct mail, telemarketing, e-mail, SMS and MMS messages);

## How to contact us:

You can contact HCA via phone, email or in person at our offices throughout Australia.

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 1 – Rights