



AUSTRALIAN PRIVACY PRINCIPLES (APP) POLICY

PART A – PURPOSE AND CONTEXT

1.0 Australian Air Medical (AAMed) is committed to ensuring the privacy and confidentiality of all personal information affiliated with AAMed's business undertakings.

1.1 AAMed follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (APPs) as per schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth), forming part of the *Privacy Act 1988* ('the Act').

1.2 The purpose of this Privacy Policy is to clearly communicate how AAMed collects and manages personal information.

1.3 The point of contact regarding any queries regarding this policy is Dr Sean Keogh, Chief Executive Officer, sean.keogh@aamed.com.au.

PART B – AUSTRALIAN PRIVACY PRINCIPLES

2.0 As a private sector health service provider and under permitted health situations, AAMed is required to comply with the APPs as prescribed under the Act.

2.1 The APPs regulate how AAMed may collect, use, disclose and store personal information and how individuals, including AAMed's patients may:

- address breaches of the APPs by AAMed;
- access their own personal information; and,
- correct their own personal information.

2.2 In order to provide patients with adequate health care services, AAMed will need to collect and use personal information. It is important to be aware that if the patient (or insurance or assistance company contracting AAMed) provides incomplete or inaccurate information or the patient (or insurance or assistance company contracting AAMed) withholds personal health information AAMed may not be able to provide the patient with the services they are requesting.

2.3 In this Privacy Policy, common terms and definitions include:

- **"personal information"** as defined by the *Privacy Act 1988 (Cth)*. Meaning *"information or an opinion including information or an opinion forming part of a database, whether true or not, and whether recorded in a material format or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion"*; and,
- **"health information"** as defined by the *Privacy Act 1988 (Cth)*. This is a particular subset of "personal information" and means:
 - Information or opinion about the health or disability (at any time i.e. past, present or future) of an individual that can be classified as personal information;

- Information or opinion about an individual's expressed wishes about the future provision of health services that can be classified as personal information;
- Information or opinion about health service provided, or to be provided, to an individual, that can be classified as personal information;
- Other personal information collected to provide, or in providing, a health service;
- Other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or
- Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

2.3.1 Personal information also includes '**sensitive information**' which is information including, but not limited to a patient's:

- race;
- religion;
- political opinions;
- sexual preferences; and or,
- health information.

2.3.2 Information deemed '**sensitive information**' attracts a higher privacy standard under the Act and is subject to additional mechanisms for the patient's protection.

PART C – TYPES OF PERSONAL INFORMATION

3.0 AAMed collects information from each individual patient that is necessary to provide the patient with adequate health care services whilst being transferred from one location to another.

3.1 This may include collecting information about a patient's health history, family history, ethnic background or current lifestyle to assist the health care retrieval team in treating a patient's condition whilst being transferred from one location to another.

PART D – COLLECTION & RETENTION

4.0 This information will in most circumstances be collected directly from the insurance or assistance company contracting AAMed to transfer the patient; and from the patient directly; usually by telephone or electronic mail

4.1 In other instances, AAMed may need to collect personal information about a patient from a third party source. This may include:

- relatives;
- insurance or assistance companies contracting AAMed to transfer the patient; or,
- other health service providers.

4.2 This will only be conducted if the patient or insurance/assistance company has provided consent for AAMed to collect his/her information from a third party source; or, where it

is not reasonable or practical for AAMed to collect this information directly from the patient. This may include where:

- the patient's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.

4.3 AAMed endeavours to store and retain a patient's personal & health information in electronic format, stored on a computer server.

PART E – PURPOSE OF COLLECTION, USE & DISCLOSURE

5.0 AAMed only uses a patient's personal information for the purpose(s) they have provided the information for unless one of the following applies:

- the patient has consented for AAMed to use his/her information for an alternative or additional purpose;
- the disclosure of the patient's information by AAMed is reasonably necessary for the enforcement of criminal law or a law imposing a penalty or sanction, or for the protection of public revenue;
- the disclosure of the patient's information by AAMed will prevent or lessen a serious and imminent threat to somebody's life or health; or,
- AAMed is required or authorised by law to disclose the patient's information for another purpose.

i. *Health Professionals to provide treatment*

AAMed's staff are engaged to treat the patient during transfer from one location to another; and in most cases transfer the patient to other health service providers for further treatment during and following the patient's admission. These services include, but are not limited to:

- inpatient care;
- ongoing outpatient care

These health professionals will be designated health service providers appointed to use the patient's health information as part of the process of providing treatment. Please note that this process will be conducted whilst maintaining the confidentiality and privacy of the patient's personal information.

ii. *Other Third Parties*

AAMed may provide the patient's personal information regarding a patient's treatment or condition to additional third parties. These third parties may include:

- parent(s);
- child(ren);
- other relatives
- the insurance or assistance company contracting AAMed;
- guardians; or,
- a person exercising a patient's power of attorney under an enduring power of attorney.

Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required.

Additionally, the patient may at any time wish to disclose that no third parties as stated are to access or be informed about his/her personal information or circumstances.

iii. Other Uses of Personal Information

In order to provide the best possible environment to treat patients, AAMed may also use personal/health information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management; and
- the purpose of complying with any applicable laws – i.e. in response to a subpoena or compulsory reporting to State or Federal authorities.

5.1 If at any point or for any of the aforementioned reasons AAMed uses or discloses personal/ health information in accordance with the APPs, AAMed will provide written notice for the patient's consent for the use and/or disclosure.

PART F – ACCESS AND CHANGES TO PERSONAL INFORMATION

6.0 If an individual patient reasonably requests access to their personal information for the purposes of changing the information he/she must engage with AAMed.

6.1 The point of contact for patient access to personal information is:

Dr Sean Keogh, Chief Executive Officer, by email sean.keogh@aamed.com.au

6.2 Once an individual patient requests access to his/her personal information AAMed will respond within a reasonable period of time to provide the information.

6.3 All personal information will be updated in accordance to any changes to a patient's personal circumstances brought to AAMed's attention. All changes to personal information will be subject to patient's consent and acknowledgement.

6.4 If an individual requests access to his/her personal information AAMed will charge \$50. Please note that this fee is associated with administrative costs only.

PART G – COMPLAINTS HANDLING

7.0 How an individual patient may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds the entity, and how the entity will deal with such a complaint.

7.1 If a patient wishes to make a complaint about a breach of APP they must put the complaint in writing, by either posting it to PO Box 718 Buddina 4575 or by email to contact@aamed.com.au

7.2 If a patient complaint is received then AAMed will follow its "Problems, Complaints, Feedback & Suggestions for Improvement Policy" – Policy number P026

PART H – PERSONAL INFORMATION AND OVERSEAS RECIPIENTS

8.0 Use of Overseas Parties:

(a) AAMed transfers patients from one location to another (often from overseas locations back to Australia or reverse) and does engage with any overseas entities, with which personal or health information would be transferred, appointed or disclosed.

(b) These overseas entities include:

- i. hospitals or other medical facilities where the patient is located prior to transfer back to Australia
- ii. hospitals or other medical facilities where the patient may be transferred to from Australia
- iii. insurance or assistance companies who may be located overseas

The aforementioned entities engaged overseas will be encouraged to ensure patient's information privacy; and our need to ensure compliance with legislative requirements as stipulated by the APPs.

PART I – DISPOSAL OF PERSONAL/HEALTH INFORMATION

9.0 If AAMed receives any unsolicited personal information that is not deemed appropriate for the permitted health situation, AAMed will reasonably de-identify and dispose of the information accordingly.

9.1 If AAMed holds any personal or health information that is no longer deemed relevant or appropriate for the permitted health situation, AAMed will reasonably de-identify and dispose of the information accordingly.

PART J – ACCESS TO POLICY

10.0 AAMed provides free copies of this Privacy Policy for patients and staff to access, which is available by emailing contact@aamed.com.au

PART K – REVIEW OF POLICY

11.0 AAMed in accordance with any legislative change will review the terms and conditions of this policy to ensure all content is both accurate and up to date.

11.1 The latest version of our policy can be found on our website www.aamed.com.au