Heal Specialist Urgent Care Privacy Statement

Heal Specialist Urgent Care is bound by the Australian Privacy Principles under the *Privacy Act 1988* (Cth) and other relevant laws governing how private health service providers handle personal information, including patient health information. We are committed to complying with applicable privacy laws regarding the collection, use, disclosure, and storage of your personal information.

This statement briefly outlines how Heal Specialist Urgent Care clinics handle your personal information.

Patient Information

Heal Specialist Urgent Care collects your personal information to provide you with healthcare and directly related purposes. This may include:

- Use by a treating team;
- Assessment for healthcare services;
- Liaison with health professionals, care coordinators, Medicare, your health fund, or other third-party payers;
- Use in emergencies where you cannot consent;
- Facility management, including risk management, safety, security, quality assurance, and accreditation;
- Healthcare worker education or student placements;
- Maintaining medical records as legally required;
- Other legally required or permitted purposes.

Other Individuals

Heal Specialist Urgent Care collects personal information to engage with you in your dealings with us and for other related purposes.

Personal information may be shared between Heal Specialist Urgent Care clinics to coordinate your care. We also outsource some services, which may involve sharing your information with third parties (e.g., patient triage software). Information and data storage services may also be outsourced. In such cases, we take reasonable steps to ensure these third parties comply with privacy laws.

Heal Specialist Urgent Care usually collects your personal information directly from you, but may collect it from a third party with your consent or when direct collection is not reasonable or practical (e.g., in a life-threatening emergency).

We will not use or disclose your personal information unless:

- You have consented;
- For patients, the use or disclosure is directly related to providing you with healthcare, as you would reasonably expect;
- For others, the use or disclosure is related to providing you with services, as you would reasonably expect;
- We have informed you of the disclosure to other organizations or persons; or
- We are legally permitted or required to do so.
- You have the right to access and request amendments to your personal information held by us (including health information in your health record).