

PART 1 – PURPOSE AND CONTEXT

- 1.1 Hatch Private Maternity is committed to ensuring the privacy and confidentiality of all personal information affiliated with Hatch Private Maternity's business undertakings.
- 1.2 Hatch Private Maternity 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').
- 1.3 The purpose of this Privacy Policy is to clearly communicate how Hatch Private Maternity collects and manages personal information.
- 1.4 The point of contact for any queries regarding this policy is the Hatch Private Maternity quality coordinator via email at quality@evehealth.com.au.

PART 2 – AUSTRALIAN PRIVACY PRINCIPLES

- 2.1 As a private sector health service provider and under permitted health situations, Hatch Private Maternity is required to comply with the APPs as prescribed under the Act.
- 2.2 The APPs regulate how Hatch Private Maternity may collect, use, disclose and store personal information and how individuals, including Hatch Private Maternity's patients may:
 - 2.2.1 address breaches of the APPs by Hatch Private Maternity;
 - 2.2.2 access their own personal information; and
 - 2.2.3 correct their own personal information.
- 2.3 In order to provide patients with adequate health care services, Hatch Private Maternity will need to collect and use personal information. It is important to be aware that if a patient provides incomplete or inaccurate information or a patient withholds personal health information Hatch Private Maternity may not be able to provide that patient with the services they are requesting.
- 2.4 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 an opinion about:
 - the health or a disability (at any time) of an individual;
 - an individual's expressed wishes about the future provision of health services to him or her; or
 - a health service provided or to be provided to an individual.
- 2.4.1 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.
- 2.4.2 Information deemed '**sensitive information**' attracts a higher privacy standard under the Act and is subject to additional mechanisms for the patient's protection.

PART 3 – TYPES OF PERSONAL INFORMATION

- 3.1 Hatch Private Maternity collects information from each individual patient that is necessary to provide that patient with adequate health care services.
- 3.2 This may include collecting information about a patient's health history, family history, ethnic background or current lifestyle to assist the Hatch Private Maternity care team in managing a patient's pregnancy and postnatal care.

PART 4 – COLLECTION & RETENTION

- 4.1 This information will in most circumstances be collected directly from the patient via administrative forms, administrative phone calls, medical referrals and consults, face to face consultation etc.
- 4.2 In other instances, Hatch Private Maternity may need to collect personal information about a patient from a third-party source. This may include:
 - 4.2.1 other health service providers.
- 4.3 This will only be conducted if the patient has provided consent for Hatch Private Maternity to collect his/her information from a third-party source; or, where it is not reasonable or practical for Hatch Private Maternity to collect this information directly from that patient. This may include where:
 - 4.3.1 the patient's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.
- 4.4 Hatch Private Maternity endeavours to store and retain a patient's personal & health information in hard copy and electronically, transferred electronically onto a domestic server.

PART 5 – PURPOSE OF COLLECTION, USE & DISCLOSURE

- 5.1 Hatch Private Maternity 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 Hatch Private Maternity to use his/her information for an alternative or additional purpose;
 - the disclosure of the patient's information by Hatch Private Maternity 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 Hatch Private Maternity will prevent or lessen a serious and imminent threat to somebody's life or health; or
 - Hatch Private Maternity is required or authorised by law to disclose your information for another purpose.

5.1.1 Health Professionals to provide treatment

During the patient's treatment at Hatch Private Maternity he/she may be referred to alternative medical treatment/services (i.e. pathology or radiology) where Hatch Private Maternity's staff may consult with senior medical experts when determining a patient's diagnosis or treatment. Hatch Private Maternity's staff may also refer the patient to other health service provider/s for further treatment during and following the patient's admission (i.e. physiotherapist or outpatient or community health services). 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.

5.1.2 Alternative Health services

At any point a patient wishes to be treated by an alternative medical practitioner or health care service that requires access to his/her personal/health information Hatch Private Maternity requires written authorisation. This written authorisation is to state that the patient will be utilising alternative health services and that these health services have consented for a transfer of personal/health information.

5.1.3 Other Third Parties

Hatch Private Maternity may provide personal information regarding a patient's treatment or condition to additional third parties. Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required prior to any information being released. 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.

These third parties may include:

- parent(s);
- child/ren;
- other relatives;
- close personal friends;
- guardians; or
- a person exercising a patient's power of attorney under an Enduring Power of Attorney.

5.1.4 Other Uses of Personal Information

In order to provide the best possible environment in which to treat patients, Hatch Private Maternity may also use personal/health information where necessary for:

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

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

PART 6 – ACCESS AND CHANGES TO PERSONAL INFORMATION

6.1 If an individual patient reasonably requests access to their personal information for the purposes of changing that information, he/she must engage with the relevant practice contact person.

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

CEO Hatch Private Maternity
(07) 3332-1999
reception@evehealth.com.au
Available all working days

Once an individual patient requests access to his/her personal information Hatch Private Maternity will respond within a reasonable period of time to provide that information. All personal information will be updated in accordance with any changes to a patient's personal circumstances brought to Hatch Private Maternity's attention. All changes to personal information will be subject to patient's consent and acknowledgement.

6.3 If an individual requests access to his/her personal information Hatch Private Maternity may charge a fee of \$50.

PART 7 – COMPLAINTS HANDLING

7.1 If you have a complaint in regard to our Privacy and Confidentiality Policy, or you feel there has been a breach of the Australian Privacy Principles, please address your complaint in writing to: **The CEO Hatch Private Maternity, PO Box 21, SPRING HILL, QLD 4004**. Please include contact details; including a telephone number; so that we may contact you in a timely manner.

PART 8 – PERSONAL INFORMATION AND OVERSEAS RECIPIENTS

8.1 Use of Overseas Parties:

- (a) Hatch Private Maternity does engage with overseas entities, with which personal or health information could be transferred, appointed or disclosed. These overseas entities may include:
- i. International In Vitro Fertilisation (IVF) Clinics – various;
 - ii. International Health Insurance Groups – various; and
 - iii. International general or specialist clinicians.

The aforementioned entities engaged overseas are subject to the legislative requirements as stipulated by the APPs.

PART 9 – DISPOSAL OF PERSONAL/HEALTH INFORMATION

- 9.1 If Hatch Private Maternity receives any unsolicited personal information that is not deemed appropriate for the permitted health situation, Hatch Private Maternity will reasonably de-identify and dispose of that information accordingly.
- 9.2 If Hatch Private Maternity holds any personal or health information that is no longer deemed relevant or appropriate for the permitted health situation, Hatch Private Maternity will reasonably de-identify and dispose of that information accordingly.

PART 10 – ACCESS TO POLICY

10.1 Hatch Private Maternity provides free copies of this Privacy Policy for patients and staff to access:

- <https://hatchmaternity.com.au>
- Hatch Private Maternity reception: hard copy provided upon request

PART 11 – REVIEW OF POLICY

- 11.1 Hatch Private Maternity 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.
- 11.2 Notification of any additional review(s) or alteration(s) to this policy will be provided to patients and staff within 1 month of the change. If change occurs, patients and staff are asked to review the new policy and staff are required to sign an acknowledgment form.