



Collection Notice – Visitors and Guests

Why are you receiving this notice?

You are receiving this notice because WA Country Health Service (ABN 28 680 145 816) (**WACHS, we, us, our**) may collect personal information of guests and visitors attending our sites.

This Collection Notice contains information we are required by the *Privacy and Responsible Information Sharing Act 2024* (WA) (**PRIS Act**) to give you when collecting your personal information.

What information are we collecting?

Examples of personal information we may collect include, name, contact and demographic details, proof of identification, your opinion and feedback about our services and sites, footage captured by CCTV and body worn cameras used by security officers, reason for visit, the person who you are visiting and emergency contact.

Purposes for which personal information is collected and will be used and disclosed

WACHS collects personal information from you to assist us in the performance of our functions or activities. The purposes for collecting your personal information includes:

- Ensuring the safety of patients, staff and other people on our site(s) or involved in our services.
- For quality improvement, work health and safety and risk management purposes.
- To support management of security at our sites.
- Responding to claims, complaints and feedback.
- To comply with our legislative and compliance obligations.

We only use or share your personal information with your consent or where authorised or required by or under law, including under the PRIS Act and the *Health Services Act 2016* (WA), *Surveillance Devices Act 1998* (WA) and the *Public Sector Management Act 1994* (WA).

Who do we usually share information with?

WACHS usually shares information collected from guests and visitors with:

- Other State, Territory or Commonwealth government agencies and commissions, and courts and tribunals such as the Western Australia Department of Health, the Coroner and the WA Police.
- Authorised Contracted Service Providers and third parties if they require access to perform the work they have been engaged to perform.
- The Western Australia Health Minister, regulatory bodies and integrity and law enforcement agencies to meet our legal and compliance obligations.
- Courts, Tribunals and other persons or bodies acting judicially.

What happens if you do not provide information?

If you choose not to provide information requested, it may limit or affect the level of access we can provide to you to our sites.

How can you access or update your information?

If you wish to access, update or add to the information we have collected, please contact our Release of Information Office by email on WACHS.ROIcentral@health.wa.gov.au.

How to find out more, access your information or make a complaint?

More information can be found at www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing or via the QR code.

If you have questions about how your personal information will be collected, used and shared, you can contact WACHS.InformationGovernance@health.wa.gov.au.

If you would like to make a complaint about how your personal information has been handled, collected, used or shared, please contact WACHS.PrivacyOffice@health.wa.gov.au.

