



# WA Country Health Service

## Privacy Statement

The WA Country Health Service (ABN 28 680 145 816) (**WACHS, we, us, our**) handles information in accordance with the relevant legislation such as the *Privacy and Responsible Information Sharing Act 2024* (WA) (**PRIS Act**) and the *Health Services Act 2016* (WA) (**Health Services Act**).

This Privacy Statement explains the types of personal information we collect and hold, how that information is handled and the purposes for which it is handled, and whether we use personal information for automated decision making.

### Types of Information we hold and collect

Much of the information we hold is personal information, including health information and sensitive personal information.

Personal information is information or an opinion, whether true or not, and whether recorded in a material form or not, that relates to an individual, whether living or dead, whose identity is apparent or can reasonably be ascertained from the information or opinion.

Sensitive personal information is a type of personal information which has additional protections under the relevant legislation. Sensitive personal information includes information related to racial or ethnic origin, gender identity and health information. Health information is information related to the health, illness, disability or injury of a person. The full definitions of health information and sensitive personal information is set out in section 4 of the PRIS Act.

The types of personal information we collect from you will depend on the nature of your contact with WACHS.

### Visiting our websites

Information is collected when you visit our website. When you access this website, a record of your visit will be kept. This includes server addresses and browsing history. We may also collect name and contact details and your correspondence where you send us a message through one of our online forms.

### Patients, consumers and visitors

When you visit or engage with us as a patient, consumer or visitor, the following information may be collected from you:

- Name, contact details, gender, age and demographic information.
- Proof of identity, citizenship and residency documents.
- Government identifiers such as Medicare numbers.
- Financial and insurance details.
- Feedback about our services, correspondence and complaints.
- Images and videos that capture your image (including footage captured by CCTV or body worn cameras used by security guards).



- Health information such as:
  - medical, health, diagnostic and treatment information;
  - test results, medical imaging scans and biological samples; and
  - expressed wishes about future provision of health services.

## Employees, agency staff, contractors, volunteers or students

As an employee, contractor or a volunteer working at one of our sites or with WACHS, the following information may be collected from you:

- Name, contact details, gender, age and demographic information.
- Proof of identity, citizenship and residency documents.
- Financial details including bank details and tax file numbers.
- Employment and criminal record history.
- Proof of qualifications(s) and registration number(s).
- Correspondence, grievances and complaints.
- Immunisation status and other health information that relates to your fitness to work or practice.
- Images and videos that capture your image (including footage captured by CCTV or body worn cameras used by security guards).

Collection Notices contain further information on how information is collected and for what purpose. Our Collection Notices can be accessed at [www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing](http://www.wacountry.health.wa.gov.au/About-us/Privacy-and-information-sharing).

## How does WACHS handle personal information

### How we collect information

We will collect information about you directly from you unless you consent to the collection from someone else, the collection is required or authorised by law or it is unreasonable in the circumstances to collect the information directly from you. In these circumstances, we may collect information about you from another person or body. We generally use forms, online portals and other electronic or paper correspondence to collect information but information may also be collected during in person or telephone conversations.

When collecting information, WACHS will take reasonable steps to provide you the following information, which is set out in our Collection Notices:

- WACHS' identity and how to contact us.
- Why the information is being collected (including how it will be used and shared).
- The of persons or bodies to which the kind of information being collected is usually disclosed to.
- The main consequences if you choose not to disclose information.

### The purpose for which WACHS handles personal information

WACHS collects, uses and discloses information where it is necessary for the performance of WACHS' functions or activities or where otherwise authorised or required by or under law. This includes:

- Delivering, planning, funding, monitoring, evaluating and improving our services, including health and mental health care, aged care, allied health and telehealth.

- Meeting our public health obligations, including the notification of infectious diseases, serious public health incidents and public health emergencies.
- Employing or engaging staff and contracting with individuals and businesses.
- Carrying out health related research, training and education to improve healthcare practices.
- Ensuring the safety of patients, staff and other persons attending our site(s) or involved in our services.
- Complying with our administrative functions and legal obligations.

## Sharing personal information

We only share personal information with consent or where permitted or required by or under relevant law, including but not limited to under the PRIS Act and the Health Services Act. This might include sharing personal information with:

- Other healthcare providers, health practitioners or persons involved in the care of the relevant patient or consumer.
- State, Territory or Commonwealth government agencies, courts, tribunals where the disclosure is required or authorised by law. This includes but is not limited to Western Australia Department of Health as part of regular disclosure and statistical reporting.
- Contracted service providers and third parties if they require access to fulfil the work they have been engaged to perform (e.g. third parties providing patient transport services or community services).
- The Western Australian Health Minister, regulatory bodies and integrity or law enforcement agencies to meet our legal and compliance obligations.

## How we store and protect information collected

WACHS is committed to ensuring your personal information is readily available to authorised users, when and where it is needed, such as during your stay in hospital, and that it is managed and stored according to its classification and business requirements.

WACHS has different storage requirements depending on the type of information being stored:

- **Physical records** – records that can be touched and take up space must be stored, not only to ensure protection from unauthorised access and theft, but also from damage, for example by fire, water or mold. These records are stored as per the State Records Office Archival Storage Specification, in accordance with relevant State policy requirements.
- **Digital records** – records that are either created new digital or have been digitised from a physical format must be stored with appropriate security controls that align to the Australian Standards for Information Security.
- **Biological records** – records of specimens from a patient must be kept as per the Therapeutic Goods Administration: Biological standards.

WACHS maintains the security of your personal information in accordance with the Australian Standard for Information Security. This includes the following controls:

- Password, multifactor authentication and encryption.
- Monitoring and logging programs.
- Network security management programs.
- Physical security.

- Backup and disaster recovery programs
- Incident management programs.

## Automated Decision Making

In limited situations, WACHS may use personal information in automated decision-making processes to assist with identifying clinical risk. These automated decision-making processes do not substitute human decision-making.

If WACHS utilises automated decision-making in relation to a significant decision about you, WACHS will notify you that automated decision-making has been employed in that decision and provide a process by which you may request human intervention in relation to that decision.

## Privacy Inquiries and Complaints

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](mailto:WACHS.ROICentral@health.wa.gov.au)

If you have questions about how your personal information will be collected, used and shared, you can contact [WACHS.InformationGovernance@health.wa.gov.au](mailto: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](mailto:WACHS.PrivacyOffice@health.wa.gov.au).