

Health Information Privacy Code & Privacy Statement

HEALTH HAWKE'S BAY LIMITED

About this Statement

At Health Hawke's Bay Limited (**'We', 'Us', 'Our'**), we take our privacy obligations seriously. We comply with the Privacy Act 2020 and the Health Information Privacy Code when dealing with personal and health information.

Personal Information is information about an identifiable individual (a natural person) and we are required to comply with the Information Privacy Principles in the Privacy Act 2020 (**the Privacy Principles**) when collecting, storing and disclosing Personal Information.

Where we are collecting, storing and disclosing health information, we are required to comply with the Health Information Privacy Code (**the Health Information Privacy Code**). **Health Information** is information about an identifiable individual (a natural person) which is information about their health, any disabilities they have, health or disability support services provided to them, any donation made from their body (including organs and blood) and any information which is collected before in the course of, or incidental to, the providing of a health or disability support service to them.

In this Statement, where we refer to your **Information** we are meaning both your Personal Information and Health Information, unless we specifically refer to Personal Information or Health Information.

This Privacy Statement:

- (a) explains how we will collect, use and disclose your personal information, and how you can exercise your rights in relation to your personal information.
- (b) applies across all our websites and to any Services we may offer or provide (**Services**).

We may need to update this Privacy Statement from time to time. The most recent version will be published on our website at www.healthhb.co.nz. The change will apply from the date we upload the updated statement. This statement was last updated on 12 December 2023.

What Information we collect

We collect Personal Information and Health Information about you. This may include your:

- (a) Name.
- (b) Contact details, such as your email address, phone number, residential address and postal address.
- (c) Date of birth.
- (d) Race.
- (e) Ethnicity.
- (f) Sex and/or gender.

- (g) Sexual orientation.
- (h) Biometric information, such as information about your fingerprints, voice, eyes, other biological or behavioural characteristics, or a photo/video of your face.
- (i) Photos and/or image in any video footage.
- (j) Billing information.
- (k) Financial information.
- (l) Computer/network Internet Protocol ('IP') address.
- (m) Identification information, such as your driver's licence or passport.
- (n) Vehicle registration number.
- (o) Medical/health information.
- (p) National health number.
- (q) Membership of an advocacy group, trade union or political party.
- (r) Personal opinions or feedback you provide on our Services.

Who we collect your Information from

We collect your Information directly from you, where this is possible and practicable.

We may also collect your Information:

- (s) from someone else, where you have authorised this;
- (t) from publicly-available sources;
- (u) automatically, when you visit our website or use our Services, such as your IP address, web pages you viewed and links you clicked on. Some of this information is collected using cookies (text files saved on your device) and similar tracking technologies.

Why we collect your Information

We collect your Information for the following purposes:

- (v) to deliver the Services to you;
- (w) to communicate with you regarding the Services;
- (x) to verify your identity;
- (y) to monitor suspicious or fraudulent activity;
- (z) to undertake credit checks of you (if necessary);
- (aa) to bill you and collect money that you owe us;

- (bb) to provide relevant marketing and advertising relating to our Services;
- (cc) to improve our Services based on your feedback;
- (dd) to protect and/or enforce our legitimate business interests and legal rights, including defending any claim and compliance with regulatory and audit functions;
- (ee) for any other purpose authorised by you, by the Privacy Act 2020 or by the Health Information Privacy Code.

If you do not provide us with some of the personal information we request, we may be unable to provide you with the Services you have requested.

Who we share your Information with

There may be times where we need to share your Information with third parties. We will only disclose your Information to:

- * Third-party referrers to our services, with your consent;
- * Your general practitioner (doctor);
- * Any person or organisation where this is a risk of harm to yourself or another person;
- * The local District Health Board and/or Te Whatu Ora;
- * A computerised program for the management of patient information;
- * Regulators, law enforcement bodies, government agencies, dispute resolution providers, or other third parties where we consider it is necessary to comply with applicable laws or regulations, or to exercise or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure; and
- * To someone else, where you have authorised this.

We may also share your Information to health agencies involved with publicly funded programmes, such as Breast Screening, Bowel Screening, Immunisation and Diabetes.

Except where we are required by law or regulations to make disclosure of Information, you are entitled to withhold or withdraw your consent to the disclosure of your Information. But, in doing so, you are required to acknowledge that health professionals involved in your care may not have access to important health information about you.

If you wish to withhold, restrict, limit or withdraw your consent to disclosure of your Information, please contact our Privacy Officer (details below).

Audits

From time to time, we may be subject to an audit pursuant to the Health Act 1956, in which case:

- * Your Information may be reviewed by an auditor, and
- * You may be contacted by the auditor to check that you received services from us.

Non-identifiable Information

From time to time, your Health Information may be used for health research purposes, but only if approved by an Ethics Committee. If your Health Information is used, it will not be used or published in a way that could identify you.

NHI-Identifiable Information

Health Information which will not include your name, but may include your National Health Index Identifier, may be used by health agencies (such as the District Health Board or Te Whatu Ora) for:

- * Health Service Planning and Reporting,
- * Monitoring Service Quality, and
- * Payment.

provided it is not used or published in a way the could identify you.

How long we keep your Information

We will keep your Information for as long as we believe is reasonably necessary and as long as we have a legal requirement to retain it. After the end of this period, we will delete or anonymise your Information.

How we keep your Information secure

We keep your Information secure by:

- * All reasonable steps are taken to ensure the personal and health information we collect is protected against loss, unauthorised access and disclosure or any other misuse. We have a number of security measures, including data encryption where possible and role-based access controls. We follow the relevant health standards and guidelines for storing and sending information.
- * Information is kept for as long as legally required and for our specific organisational purposes. We are legally required to keep your health information for 10 years after the last time we provided you with a health service.

If you wish to access or correct your Personal Information

Subject to certain grounds for refusal set out in the Privacy Act 2020, you have the right to ask for a copy of the Personal Information we hold about you, and to ask for your personal information to be corrected if you think it is wrong.

We may impose a charge for complying with your request for access to or correction of your Personal Information.

If you wish to access your Health Information

Subject to certain grounds for refusal set out in the Health Information Privacy Code, you have the right to ask for a copy of the Health Information we hold about you, and to ask for your health information to be corrected if you think it is wrong.

How to contact us

Our Privacy Officer is : Erika Hunt

To exercise any of your rights in relation to your Information, or to otherwise discuss this Privacy Statement, you can contact us in the following ways:

Email: Erika.Hunt@healthhb.co.nz

Phone: (06) 974 1359

Write to: Attn: Privacy Officer, Health Hawke's Bay, P O Box 11141, Hastings 4156.

If you consider your Privacy rights have been breached

Please refer to our Health & Disability Consumers Rights Statement for information on laying a complaint, which can be found at www.hdc.org.nz.