



## **Personal Information Management – Privacy Collection Notice for Patients**

### **Introduction**

The Hospital respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988. The National Privacy Principles apply to us from their introduction 21 December 2001. The Privacy Amendment (Notifiable Data Breaches) Act 2017 established the NDB scheme in Australia (to be Part IIIC of the Privacy Act 1988 on commencement).

This policy describes how we manage any personal information we have about you.

### **What personal information about me does Mt Gravatt Private Hospital hold?**

The Hospital may hold the following information about you:

- name, street, telephone number(s)
- date of birth
- email address
- occupation
- health information
- Referring Doctor
- religious beliefs or affiliations
- transaction details associated with services we have provided to you
- any additional information provided to us by you
- any information you provided to us through patient surveys

The Hospital will destroy or de-identify personal information due to redundancy after its legal obligations to retain the information have expired.



## **What does the Hospital do with my personal information?**

We use personal information about you:

- to provide medical treatment and care to you;
- to assist your treating doctors, nursing staff and other allied health providing medical treatment and care to you at our facility;
- to assist with any calls you make to us;
- for our internal administrative requirements;
- to process private health fund claims;
- to provide information to Medical Practitioners, Registered Nurses and other Allied Health Professionals who provide necessary follow up treatment and ongoing care;
- for benchmarking and clinical indicator reporting in a de-identified form;
- to provide data in both an identified and de-identified form to State Government agencies in compliance with numerous legislative requirements;
- to provide data in a de-identified form to the Private Hospital Data Bureau;
- to provide data in a de-identified form to health funds in compliance with legislative requirements;

and with your consent:

- Service Planning;
- Research & Development

The Hospital will not disclose personal information about you to any person except on a confidential basis to agents that we use in the ordinary operation of our business, such as for data processing, printing or mailing.

You may at any time opt out of receiving any communications from us (other than as required for the operation of our business, e.g. regarding payment of your account).



2140 Logan Road,  
Mt Gravatt QLD 4122  
Tel: 07 3543 1333  
Fax: 07 3543 1444  
[www.mgph.au](http://www.mgph.au)

## **Storage**

The Hospital stores personal information:

- contained in paper based and other hard copy documents in a dedicated storage facility located in the Hospital; and
- contained in electronic records in a secure environment; and
- such records are only accessible by those person/s who require access to the personal information for the purpose of carrying out their employment.

## **Openness**

You may request access to personal information we hold about you by writing to the Privacy Officer at the Hospital. You do not have to provide a reason for requesting access. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you may access it (eg post or collection).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

Any questions about this policy, or any complaint regarding treatment of your privacy by the Hospital, should also be made in writing to the address below.

Our contact details are as follows:

CEO

Mt Gravatt Private Hospital

2040 Logan Road, Mt Gravatt QLD 4122

[ceo@mgph.au](mailto:ceo@mgph.au) / (07) 3543 1333