

Privacy Policy: Patient Information

INTRODUCTION

Ascot Radiology Limited (“Ascot”, “we”, “our” or “us”) is committed to safeguarding the privacy of patient information. We are obliged to comply with the Privacy Act 2020 (“the Act”), the Information Privacy Principles (“IPPs”) under that Act, and where health information is involved, the Health Information Privacy Code 2020 (“the Code”).

Under the Act, organisations that are in possession of an individual’s “personal information” must observe certain restrictions and standards concerning the collection, use, disclosure, and security of that information. Personal information is defined by the Act as ‘information about an identifiable individual’. The Code sets out further standards that apply to personal information that is health information.

We have developed this Privacy Policy to inform you about:

- the kind of personal information that we collect and hold;
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how you can gain access to personal information we hold and seek its correction;
- how you may complain about possible breaches of privacy, and how that complaint will be handled; and
- whether we are likely to disclose your information overseas.

We may collect information from you that we need to provide you with medical imaging services within diagnostic radiology (our “Services”).

WHAT PERSONAL INFORMATION DO WE COLLECT?

The personal information that we collect about you includes:

- information provided to us by your referring practitioner;
- personal information which is necessary for, or incidental to, providing Services to you, including your name, email and postal address, date of birth, contact details, occupation, the name of your GP or referring healthcare practitioner, emergency contact details, and other personal details (such as health insurance and ACC details if applicable), your NHI number, a record of your medical history and health information such as medical test results, diagnosis and treatments in order for to provide the Services; and
- Images, scans and further information we create while we are providing you with our Services.

WHY THIS INFORMATION IS COLLECTED?

We collect your personal information to:

- provide the Services;
- administer and manage those Services and our business, including charging, invoicing, debt collection, claims management;
- contact you to provide information relating to the Services;
- where you want your health insurer to pay for the Services, conduct appropriate health insurance eligibility checks and provide relevant information to your insurer; and
- other purposes related to providing the Services, including staff training and education, and monitoring the quality, of patient care and treatment status.

HOW WE COLLECT INFORMATION ABOUT YOU:

We will take steps that are reasonable in the circumstances to ensure that you are aware when your personal information is being collected and why it is being collected.

We collect information directly from you or your referring medical practitioner.

If you want to use your medical insurance to pay for our Services, we may collect information from your insurer for that purpose.

We may also access information about you from other sources if you authorise us to do so or if we are authorised to do so by law.

If you do not provide the personal information we request or do not consent to our collecting that personal information from third parties, then depending on the type of personal information concerned, we may not be able to provide you with our Services or may be unable to assist you with a claim for insurance or subsidy.

It is your responsibility to inform us if any of your personal information changes, to ensure that the details we hold about you are up to date and correct.

HOW DO WE USE PERSONAL INFORMATION?

We will use your personal information for the purpose of providing our Services to you and associated administration and operations, which may include:

- confirming your identity;
- providing you, as our patient, with the Services that you have requested;
- investigating and resolving complaints concerning the provision of Services;
- complying with legislative and regulatory requirements and provisions;
- to perform administrative functions including accounting, credit control, risk management and record keeping;
- training of staff and monitoring of service delivery; and
- any other purpose reasonably connected with the provision of Services to you.

We may also use your personal information for any other purpose you have authorised or as required or authorised by law.

We may also use non-identifying data about you (e.g. statistical data about our patient base) for the purpose of evaluating, managing, and improving our service delivery. We do not use your personal information for direct marketing purposes unless you provide authorisation.

DISCLOSURE OF PERSONAL INFORMATION

We will treat your personal information as confidential but may disclose it for purposes directly related to the provision of our Services to you, in ways you would reasonably expect for your ongoing care, or in accordance with this Privacy Policy. This may include, but is not limited to, the transfer of relevant personal information, scans and imaging results to your nominated GP, your health insurer, to another treating health service or hospital, or to another medical practitioner or specialist for a referral.

To facilitate continuation of your care, it is our practice to disclose personal information to your nominated general practitioner, and other health practitioners if nominated by you. If you do not want your personal information disclosed to your nominated general practitioner, please let us know. If there has been a break in the continuity of patient care, we might need to seek your consent before releasing personal information to a new doctor or health professional.

We may also disclose your personal information:

- to our employees, contractors and/or related entities for any of the purposes outlined above;
- if you have given us your consent to do so;

- to any third party authorised by you; and
- where it is required or permitted by law.

Some of these third parties may be located overseas, in which case we will comply with our obligations under the Privacy Act when transferring personal information outside of New Zealand.

YOUR RIGHTS AND CONTROLLING PERSONAL INFORMATION

ACCESS:

You may request details of the personal information that we hold about you. You can also request information as to how we collect, use, store, and disclose your information. To make a request, you should notify us in writing or by emailing. Details of how you can do that are at the foot of this Privacy Policy.

We will acknowledge a request for access and response to your request as soon as reasonably practicable and no later than 20 working days from the date the request is received by us, unless we have extended the time limit for responding to your request in accordance with the provisions of the Act.

Access to the information will either be in the form of copies or by allowing you to view the information.

Where your access request may result in disclosure of personal information and, in particular health information, about other individuals, the request for access must be in writing with appropriate consents or a declaration that consent has been given before the personal information is released.

There are certain circumstances permitted under the Act where we might not be able to fulfil your request. If that happens, we will provide reasons in writing for the denial or limitation on access and the options available to you to dispute the refusal, and we will inform you of any exceptions relied on under the Act. If we don't allow you to access or correct your personal information, and you disagree with our decision, please contact us using the contact details set out at the end of this Privacy Policy. We will investigate your complaint and respond to you as quickly as possible (usually within 30 days of hearing from you). If your complaint takes longer to resolve, we'll let you know how the investigation is progressing.

CORRECTION:

If you believe that any information, we hold about you is incorrect, you may request that we correct the information. Please assist us to keep accurate details by informing us whenever your personal details change or whenever you become aware that our records are inaccurate.

CHARGES:

Usually we will not charge to provide you with access to your information, but in some circumstances we may recover from you the reasonable costs of doing so.

We do not charge you for receiving or processing a request to correct or update your personal information.

STORAGE AND SECURITY:

Your personal information will be collected and held by:

Ascot Radiology Limited, Level 1, 7 Ellerslie Racecourse Drive, Remuera, Auckland, 1050, New Zealand.

In order to prevent unauthorised access or disclosure, we have put in place reasonable measures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

Where personal information is transferred over the internet, we take all reasonable care but cannot guarantee that a transmission of information is always secure.

We retain your information for only as long as we need it for the Services or are otherwise required or authorised to keep it by law.

CHANGES TO THE PRIVACY POLICY

Our current Privacy Policy can be found on our website, www.ascotrad.co.nz This Privacy Policy was last updated in February 2021 and is subject to ongoing review. We may amend and update this Privacy Policy from time to time in accordance with the law.

CONTACTING US AND PRIVACY COMPLAINTS

If you have any questions regarding our Privacy Policy, wish to access or amend the personal information that we hold about you, or wish to make a complaint about privacy or your personal information, please contact us.

Email: info@ascotrad.co.nz

OR

Ascot Radiology Limited
PO Box 28 268, Remuera
Auckland 1541
New Zealand

ATTENTION: Privacy Officer

If you are not satisfied with how we have dealt with the complaint, you may contact the Privacy Commissioner. Information about making a complaint is available at <https://privacy.org.nz/your-rights/making-a-complaint/> or you can telephone **the Privacy Commissioner's office on 0800 803 909.**