



# Privacy Policy and Procedure

Doctors' Health NSW is committed to the protection of personal information and has developed this Privacy Policy to align with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**). The purpose of this Privacy Policy is to set out how Doctors' Health NSW manages personal information.

"**We**", "**us**" and "**our**" means Doctors' Health NSW, formerly known as Doctors' Health Advisory Service NSW.

## Privacy and Confidentiality at Doctors' Health NSW

At Doctors' Health NSW, we value and respect the privacy and confidentiality of every individual who contacts our service. We understand the importance of safeguarding personal information and ensuring the confidentiality of our donors, visitors to our website, callers to our phonenumber, people who contact us and from our suppliers and partners. This privacy policy outlines our commitments, obligations, and limitations regarding privacy and confidentiality in relation to the Doctors' Health NSW services.

One aspect of our service is the independent and confidential phone service for doctors and medical students. If you call our confidential phonenumber, you have the right to remain anonymous and we will only keep limited identifying information about you temporarily and with your agreement, for example, if you'd like to arrange a return or follow up call from one of our doctors.

### Privacy Obligations

Doctors' Health NSW is bound by strict privacy obligations under the Privacy Act, the APPs and NSW privacy legislation (**Australian Privacy Law**). We collect personal information solely for lawful and reasonable purposes directly related to the services provided by Doctors' Health NSW.

We may gather personal information (including name, email address, phone number, bank details, postal address from visitors to the website, such as donors, people leaving feedback and/or requesting information. Most of this information is collected directly from the person concerned, when necessary to provide a service.

### Direct Marketing

Australian Privacy Law limits the use of personal information for direct marketing of goods and services. We may use your personal information to keep you informed about services, products, events and publications. If at any time you have a concern about direct marketing material you have received from us or you wish to change your preferences in relation to receipt of future material, please contact us by emailing [admin@dhas.org.au](mailto:admin@dhas.org.au). You can ask that your details be removed from our mailing list. We will use reasonable endeavours to remove the personal information from our mailing list within a reasonable period of receipt of the request.

### Anonymity and Confidentiality for Callers to the Phone Service

Doctors' Health NSW operates a phone service to provide support to medical practitioners and students facing difficulties. Doctors' Health NSW may collect personal information while providing these services, with the permission of the caller. Any collection of personal information is to enable Doctors' Health NSW to provide its service and ensure the highest quality of service provision. Individuals do not have to provide any personal or health information.

At the beginning of each call, our on-call doctors inform callers about our privacy practices and the limitations of confidentiality. This involves explaining that the conversation is confidential, calls are not recorded, but some de-identified information is captured for deidentified reporting purposes only. Callers to the phone service can remain



anonymous and do not need to provide their name or other identifying information to receive support. Phone numbers are requested as part of the call back process. Phone numbers are not stored with other (de-identified) information collected.

In providing the phone service, Doctors' Health NSW may collect the following personal information to assist the individual with further support when it is voluntarily given by the individual:

1. information that personally identifies individuals (including details such as name, email address, home address, telephone number, date of birth, gender, age, occupation); and
2. sensitive information including health information.

We maintain strict confidentiality regarding caller information and any personal or sensitive information is not kept beyond the time-period required to support the individual caller. Our on-call doctors will not disclose or use caller information for any purpose other than that for which it was collected, except when required by law or with the caller's consent. In situations where immediate safety is a concern, our doctors may need to contact appropriate parties such as emergency services to ensure the caller's safety. Our doctors prioritise the protection of caller information and ensure that it is collected, used, and disclosed (if at all) in compliance with Australian Privacy Laws.

Our board members, employees and volunteers are all obliged to respect the confidentiality of any personal information held by Doctors' Health NSW.

### Data Storage and Security

We use all reasonable endeavours to maintain the security of personal information we collect against misuse, interference, loss, unauthorised access, modification, or disclosure. We urge individuals to contact us immediately should they become aware or have reason to believe there has been any unauthorised use of their personal information.

We store information in electronic systems with contracted data storage providers. We take appropriate steps to protect the security of any information we hold about individuals, including protections against unauthorised access, virus or other electronic intrusions, fire, theft or loss. Our staff, contractors and volunteers are bound by strict requirements regarding the protection of the privacy of the information we collect and hold about you. Our external data storage provider is required to comply with all Australian Privacy Laws.

From time to time, we may host our website on an Internet server which may automatically record details about any computer used to access the website. This may include the user's IP address, domain name, browser type, the date and the time of access and details of the information downloaded. These details are not capable of personally identifying the user and are used solely for statistical analysis and research on usage patterns to improve the Doctors' Health NSW website and enhance our activities.

### Access to Personal Information

We will use all reasonable endeavours to keep any personal information we hold accurate, complete, up-to-date, relevant and not misleading.

Under Australian Privacy Law, you have rights of access to personal information we hold about you. These rights also include correction of any errors in this information. Should you wish to access this information or ask for a correction or deletion, please contact [admin@dhas.org.au](mailto:admin@dhas.org.au) or call us at (02) 9437 6552.

Upon receipt of an access request, we will provide a complete list of the personal information held about you within a reasonable period of receipt of the request. If applicable, we will correct or delete the personal information within a reasonable period of receipt of the request. We may require identification to be provided before providing copies of



personal information. We may also require individuals to pay a fee in support of our administrative costs in attending to enquiries regarding personal information.

### Record Retention

When we do keep personal information, we generally keep it active only for as long as is reasonably required to enable us to meet your needs. We keep de-identified information on file to enable us to undertake statistical and historical analysis and reporting.

### Disclosure of Information

We will only use an individual's personal or health information in the provision of services to that individual. We will not use or disclose any information about individuals for other purposes without consent, except in exceptional cases, such as if disclosure is required by law or to lessen a serious threat to a person's health or safety. We will not disclose personal information outside Australia.

### Feedback

If an individual believes that their privacy has been breached or they have a privacy issue that they wish to discuss on a confidential basis they should contact Doctors' Health NSW on (02) 90387515 or [admin@dhas.org.au](mailto:admin@dhas.org.au). Feedback can also be provided via the website <https://doctorshealth.org.au/feedback>. Doctors' Health NSW will promptly acknowledge any feedback received and provide an outline of the process and timeframes for responding to any feedback given.

### Changes to this statement

From time to time, we may change this Privacy Policy dealing with how we handle personal information or the types of personal information which we hold. Any changes to our Privacy Policy will be published on our website.

See also the Privacy Statement for Call Panel Doctors to Sign

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