



Privacy Statement

We are bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

"**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, people who contact us and from our suppliers and partners. This privacy statement outlines our commitments, obligations, and limitations regarding privacy and confidentiality in relation to the Doctors' Health (NSW) services.

Privacy Obligations

Doctors' Health (NSW) is bound by strict privacy obligations. 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 from visitors to the website, such as donors, people leaving feedback and/or requesting information. Much of this information is collected directly from the person concerned, when necessary to provide a service.

All information that is taken in the provision of the phone service is de-identified. Our doctors prioritise the protection of caller information and ensure that it is collected, used, and disclosed in compliance with the Privacy Act 1988 and the Australian Privacy Principles.

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

Anonymity and Confidentiality for Callers to the Phone Service

For the phone service, at the beginning of each call, our on-call doctors inform callers about our privacy practices and the limitations of confidentiality. This includes explaining that the conversation is confidential, calls are not recorded, but some de-identified information is captured for analysis and reporting purposes only. In situations where immediate safety is a concern, our doctors may need to contact appropriate parties to ensure the caller's safety.

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 and phone numbers are not stored with other (de-identified) information collected.



We maintain strict confidentiality regarding caller information. 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.

Data Security

We store information in electronic systems with contracted data storage providers. We take appropriate steps to protect the security of the information we hold about you, 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 service providers are required to comply with all Australian Privacy Laws.

Access to Personal Information

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, please contact admin@dhas.org.au

Record Retention

When we do keep personal information, we generally keep it active 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.

Changes to this statement

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