

## Privacy Policy

### Purpose

The purpose of this document is to provide direction on:

- the type of information that WentWest Limited (**WentWest**) may collect and how that information is collected and used;
- how WentWest discloses the information which it has collected;
- how individuals can access the information WentWest collects; and
- the way in which WentWest protects the information it collects.

### Introductory comments

WentWest is committed to protecting the privacy of the Personal Information it collects about individuals.

Improving the integration, coordination and continuity of care is a WentWest organisational objective; this requires the appropriate use of information.

WentWest must comply with the Australian Privacy Principles under the *Privacy Act 1988* (Cth) (**APP**), and other privacy laws (including the *Health Records and Information Privacy Act 2002* (NSW)) which govern the way in which organisations collect, use and disclose Personal Information (including Sensitive Information) (**Privacy Laws**).

This Policy outlines WentWest's practices and policies for the collection, management, and use of Personal Information in accordance with the Privacy Laws

### Scope

All Personal Information (including Sensitive Information) of any individual who interacts with WentWest in any capacity, and all WentWest employees, contractors and agents who collect data.

### Associated Documents

[WentWest Complaints Handling Policy](#)

### Standards & Legislation

Privacy Act 1988 (Cth) ([Privacy Act](#))

Health Records Information and Privacy Act 2002 (NSW) ([Health Records Information and Privacy Act](#))

### Acronyms & Definitions

Health Information	<ul style="list-style-type: none"> <li>• an individual's physical or mental health or disability (at any time);</li> <li>• an individual's expressed wishes about the future provision of health services for themselves; or</li> <li>• a health service provided, or to be provided, to an individual.</li> </ul>
Personal Information	<p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> <li>• whether the information or opinion is true or not; and</li> <li>• whether the information or opinion is recorded in a material form or not.</li> </ul>
Sensitive Information	<p>Personal Information or opinion about an individual's:</p> <ul style="list-style-type: none"> <li>• racial or ethnic origins;</li> <li>• political opinions or political associations;</li> <li>• philosophical beliefs, religious beliefs or affiliations;</li> </ul>

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- sexual orientation or practices;
- criminal record;
- Health Information;
- genetic information about an individual that is not otherwise Health Information, biometric information used for the purposes of identification and biometric templates.

### Responsibilities

Privacy Officer

Ensure compliance throughout WentWest with regards to this policy and respond to enquiries or complaints relating to both this policy and any related privacy matters.

### Policy

## Collection and use of Personal Information

### Types of Personal Information collected by WentWest

The information WentWest collects depends on its relationship to the individual and the nature of the function it is performing.

- In the case of patients/consumers/clients for the provision of health-related services and support this includes client's name, address, and other contact details, health history, past and current treatments, cultural background and lifestyle factors. Information may also be obtained for any programs in which a client is, or has been involved, or other support he or she may be receiving, such as financial or health related support.
- In the case of health service providers (such as contractors, medical practitioners, allied health professionals) this includes name, address, and other contact details, information about professional qualifications, information about the service offered or provided, and provider numbers (including individual healthcare provider identifiers issued).
- From prospective employees, name, address, and other contact details, professional experience, qualifications, references, past employers, and any other information which is necessary to assess suitability for employment/engagement.
- From stakeholders and other members of our community we only collect information necessary for the particular circumstances.

Any information collected by WentWest which is classified as Sensitive Information (for example, Health Information) is afforded a higher degree of protection under the Privacy Laws and WentWest must ensure that such information is managed only with the individual's consent unless otherwise permitted under the Privacy Laws.

### How WentWest collects Personal Information

WentWest collects information in person, in writing, by telephone and through its website. Wherever possible this information must only be collected directly from the individual, either face to face, by telephone or electronically. WentWest may also collect information through applications.

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Given the nature of WentWest's services, some Personal Information may be received from third parties, particularly where a client has been referred to take part in WentWest's programs. This information may include the client's name, contact details, and any relevant information about the client pertaining to the program into which he or she has been referred.

WentWest will only collect Personal Information which is reasonably necessary to appropriately facilitate the provision of its services and appropriately operate and manage its business. In case of Sensitive Information (which includes Health Information), unless an exception applies, WentWest must also ensure that the individual's consent is obtained. Examples of exceptions include where there is an emergency or collection is required by law.

### How WentWest uses Personal Information

WentWest uses the Personal Information it collects for a range of purposes connected with its function as a primary health network. Under the Privacy Laws personal Health Information can only be used or disclosed:

- with the individual's consent; or
- for the same purpose for which it is collected (**Primary Purpose**); or
- for another purpose in the following circumstances:
  - Personal Information – where such use or disclosure is reasonably expected by the individual and related to the Primary Purpose;
  - Sensitive Information/Health Information – for another purpose if it is directly related to the Primary Purpose and the use or disclosure is reasonably expected by the individual; or
- where required or authorised by law.

Use of Personal Information must be fair and reasonable. For example, WentWest should only access and use an individual's information if they need to (i.e. to provide a service). The use must also be limited to the information that WentWest actually requires.

Personal Information (including Health Information) about patients/consumers/clients is required to be used for the main purpose collected, which is the provision of health services. However, such information may be used for a range of directly related purposes, including client's participation in other relevant programs operated or supported by WentWest, providing ongoing support to the client, or developing further services. Personal Information about patients/consumers/clients may be disclosed to other health professionals for direct healthcare related purposes.

If there is any doubt as to whether a use or disclosure is permitted, then it is always best to clarify the matter with the individual.

Personal Information about WentWest's contractors and service providers (including health professionals) is used to administer and manage its contractual arrangements with them, manage its business operations, improving its services and training.

Personal Information collected in connection with an application for employment or to provide services will be used for that purpose only.

WentWest collects various types of data, including Personal Information and behavioural data, to improve our services. This data is used to enhance user experiences and may be used to develop and provide personalised content in applications. Some of this data may be analysed using artificial intelligence (AI) algorithms to enhance our services and tailor them to your preferences. WentWest is committed to

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transparency as to how these algorithms work in simple terms. If you have any questions about how AI is used at WentWest, please contact the Privacy Officer.

### Disclosing Personal Information

WentWest will confine its disclosure of Personal Information to the Primary Purpose for which that information has been collected, or for a related secondary purpose as permitted by the Privacy Laws. This includes when disclosure is necessary to facilitate the provision of services which the individual has requested, assist WentWest in running its organisation, or for security reasons.

WentWest may provide an individual's Personal Information/Health Information to:

- organisations with whom WentWest has contracted to assist in providing the services requested by the individual;
- any third parties who are involved in an individual's ongoing healthcare (such as an individual's general practitioner, specialist and carer);
- anyone authorised by the individual to receive his or her Personal Information (the consent may be express or implied);
- outsourced service providers who perform functions on WentWest's behalf; and
- anyone WentWest is required by law to disclose an individual's Personal Information to.

If WentWest discloses Personal Information to any third parties, including overseas recipients, it will only do so in compliance with the Privacy Laws. This extends to taking reasonable steps to ensure that those third parties comply with the applicable Australian Privacy Laws in using Personal Information.

WentWest should always remember that only relevant and reasonable information should be disclosed. This means making an informed assessment as to whether the third party requires the information in question. An individual's privacy is paramount and must always be respected.

## Anonymity

Individuals may choose to deal with WentWest on an anonymous basis or using a pseudonym. If it is possible for an individual to be involved with WentWest on an anonymous basis or using a pseudonym then WentWest should do so. However, if an individual does not consent to the collection of their Personal Information or provides incomplete or inaccurate information then WentWest may not be able to provide to them with its services.

## Data quality, storage and security

### Data quality

WentWest will take reasonable steps to ensure that Personal Information which is collected, used or disclosed, is accurate, complete and up to date. WentWest should take care when recording Personal Information to ensure its accuracy and quality. Accuracy can always be checked with the individual or the third party who may have given the information to WentWest.

WentWest should remember that opinions made or recorded by WentWest about an individual, form part of the individual's Personal Information and may be accessed by the individual.

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### Storage

All Personal Information is stored by WentWest securely either in hard form or electronic form. WentWest may also use a third party to store copies of Personal Information off site. WentWest will take all reasonable steps to ensure that any Personal Information stored off site is stored securely.

### Data security

WentWest strives to ensure the security, integrity and privacy of Personal Information, and will take reasonable steps to protect an individual's Personal Information from misuse, interference, loss, unauthorised access, modification or disclosure. WentWest reviews and updates (where necessary) its security measures in light of current technologies.

All WentWest employees have a responsibility to ensure that the security of Personal Information of individuals is protected.

When using AI algorithms in our applications WentWest uses robust measures to protect your Personal Information from unauthorised access or disclosure. These measures include encryption, access controls, and regular security audits to ensure compliance with industry standards and regulations.

### Online transfer of information

While WentWest does all it can to protect the privacy of an individual's Personal Information, no data transfer over the internet is 100% secure. When Personal Information is shared with WentWest via an online process by an individual, it is at that individual's risk.

There are ways individuals can help maintain the privacy of his or her Personal Information, including:

- always closing the browser at the end of the user session;
- always ensuring others cannot access his or her Personal Information and emails when using a public computer; and
- never disclosing usernames and passwords to third parties.

### Use of cookies

A 'cookie' is a small data file placed on a user's machine or device which lets WentWest identify and interact more effectively with a computer. Cookies do not identify individual users, but they do identify ISPs and browser types.

Cookies which are industry standard and are used by most websites, including those operated by WentWest, can facilitate a user's ongoing access to and use of a site. They allow WentWest to customise its website to its users' needs.

If individuals do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows the individual to deny or accept the cookie feature. However, cookies may be necessary to provide users with some features of our online services via the WentWest website.

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### Links to other sites

WentWest may provide links to third party websites. These linked sites are not under WentWest's control, and WentWest is not responsible for the content, or the privacy practices employed by those websites.

Before an individual discloses Personal Information on any other website, WentWest recommends that the terms and conditions of use and privacy statement of the relevant website be read carefully before proceeding at the individual's own risk.

### Who to contact with a question

Any questions in relation to this policy should be directed to the WentWest Privacy Officer.

### Accessing and amending Personal Information

Individuals have a right to access the Personal Information which WentWest holds about them. If an individual makes a request to access his or her Personal Information all requests must be referred to the Privacy Officer.

Individuals can also request an amendment to any of their Personal Information if they consider that it contains inaccurate information.

Individuals should be directed to contact WentWest about any privacy issues as follows:

By email: [privacy@wentwest.com.au](mailto:privacy@wentwest.com.au)

By telephone: (02) 8811 7100

By mail: Attention: Privacy Officer  
WentWest Limited  
PO Box 50  
Westmead NSW 2145

### Complaints

If an individual has a complaint about the information handling practices that WentWest uses, or considers WentWest has breached their privacy, they may lodge a complaint as per the *WentWest Complaints Handling Policy* on the WentWest website. Individuals have a right to complain to the Office of Australian Information Commissioner (<https://www.oaic.gov.au/privacy/privacy-complaints>).

**This policy is approved and issued by the CEO of WentWest Limited.**

Acting  
CEO:

DocuSigned by:  
  
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Date: 12-Apr-2024