

LINK HC COLLECTION NOTICE

1.0 PURPOSE

This Collection Notice sets out matters in relation to the *'Privacy and Data Protection Act 2014'*, the *'Privacy Act 1988'* and the *'Health Records Act 2001'* as they relate to Link Health and Community Limited ACN 136 877 702 (which, for the purpose of our Privacy Policy includes any of its Related Bodies Corporate, as that term is defined in the Corporations Act 2001 (Cth)) (Link HC, we, us, our), when we collect personal information about you.

2.0 COLLECTION NOTICE

Purpose of collection

If you are a patient or client (or a potential patient or client) of Link Health and Community (Link HC) we collect your personal information primarily to determine your eligibility for services, the type of service and treatment you require, your priority for treatment and care and to determine the fees to be charged. If you are a patient or client of Link HC, in many cases we are required by the health and medical laws (including in some circumstances the *'Health Records Act 2001 (Vic)'* and the *'National Disability Insurance Scheme Act 2013 (Cth)'*) to collect certain information about you.

We otherwise collect your personal information to:

- provide you with the goods, services and information that you request from us
- provide you with information about our programs and services
- suggest Link HC products and services to you
- manage our relationship with you

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information to:

- assist you with enquiries or complaints
- develop and improve our client service and relationships
- promote, advertise and market any of our products and services, including to invite you to events or activities hosted by Link HC
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our clients and enforce our agreements with third parties such as your employer
- inform you of developments at Link HC and other services that we can provide

We may use information collected through our website for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at our website.

Direct Marketing

With your consent, we may use your name and email address for direct marketing purposes. We will provide you with a choice to opt-out of any of our marketing communications. We will respect your request to decline to receive these marketing communications.

Members and consumer representatives

We collect necessary information on Link HC members and consumer representatives to enable them to undertake their function and for Link HC to make contact with them, as required.

How we collect personal information

In the course of providing you with products and services, Link HC collects personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly, or from the person who is legally responsible for you (i.e. your parent or guardian). However, in some cases we will collect information about you from a third party. For example, we may collect personal information about you from referring service providers (such as general practitioner practices, hospitals and other services).

At the time of collection, or as soon as practicable after we have collected it, we will take such steps as are reasonable in the circumstances to notify you of the collection, and of any matters relevant to the collection, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Link HC may collect personal information about you when you:

- become a patient or client of Link HC
- become a member or consumer register member
- make an enquiry about our services or programs
- engage with our business and its employees in the course of receiving services from us
- visit our website, www.linkhc.org.au
- asked to be placed on one of our mailing lists or provide us with feedback
- supply goods or services to Link HC

We will take reasonable steps to let you know when we have collected your personal information, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Our '*Privacy Policy*' sets out the types of personal information (including sensitive information) that we may collect about you.

Link HC uses unique identifiers where it is necessary for performing our functions efficiently.

Consequences if personal information is not collected

If you are a patient or client of Link HC and we collect your personal information in the course of providing services to you, then we collect personal information that may be sensitive information about you. The personal information that we collect is necessary for our functions or activities and to satisfy the requirements of our funding bodies.

If you do not provide (or we do not collect) the necessary personal information, we may not be able to provide you with the services or information that you have requested from us.

Sharing of your personal information

If you are a patient or client of Link HC, we may disclose your personal information when referring internally between health professionals, or externally when referred to external service providers after obtaining your consent to such disclosure.

We may also disclose your personal information to:

- State and Commonwealth Government departments and agencies, including Victorian Department of Health and Human Services (DHHS), Dental Health Services Victoria (DHSV), Commonwealth Department of Veterans Affairs (DVA) (where our provision of services to you is connected to an agreement with those government departments)
- members of your family and/or your carer, where appropriate
- external providers of services that we may use to operate our business and manage our business systems (for example, this may include file storage service providers, database and mailing service providers, marketing service providers; couriers and/or freight service providers, printers, call centres, providers of payment processing and identity verification services and IT technicians who may need access when providing on-site support; although it is our practice for them to work under supervision)
- our professional advisors and agents
- our existing or potential agents, business partners or partners

In some cases, we are authorised by law to disclose personal information about you to organisations such as Child Protection, the police and the courts in line with the 'Child Information Sharing Scheme' and 'Family Violence Information Sharing Scheme'

If you are a subcontractor to Link HC for services provided in connection with funding received from the DVA, your personal information may be disclosed by the DVA.

We are not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

Link HC also uses de-identified personal information during our audit processes to ensure quality data protection, and de-identified data may be shared with government departments such as DHSV, DHHS and DVA.

Privacy Policy

Link HC's *'Privacy Policy'* is available for you to access on our website. Our *'Privacy Policy'* contains information about how you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect. The *'Privacy Policy'* also contains information about how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint.

LINK HC COLLECTION NOTICE Continued.

Contact Us

Our contact details in respect of any issues in relation to privacy are:

Telephone 1300 552 509 and ask for the Privacy Officer.

Email linkhc@linkhc.org.au

Post Attn: Privacy Officer
Link Health and Community
PO Box 3394
Wheelers Hill, VIC, 3150