

We collect some personal information from you, including information about you:

- name
- contact information, including address, computer or network contact
- billing or purchase information
- Medical and surgical past history, family history (where relevant), current medications, allergies and current symptoms. Information to confirm eligibility for NZ Health Benefits
- Your image (from security cameras)
- (Only if you apply for a job with us) We may also collect personal information relevant to the role you are applying for, such as your employment history, your experience and credentials and other information you provide to us in your curriculum vitae.

How we collect your personal information

- We primarily collect personal information directly from you, e.g. through our website, by email, text or other written communications between us; when you attend in-person as a patient, when you enrol with us, and over the phone or video calls.
- Some of our clinics, offices and other premises may have security cameras which may collect recordings of your image while you are in and around our clinics, offices and other premises.
- We may obtain personal information about you from third parties that have been authorised by you to provide information to us, or from whom you authorise us to collect information. Such third parties may include other health care providers, health agencies e.g. ACC, government agencies, or your insurer; and if you have applied to work with us, from any previous employer and any referees you may nominate.
- We may also collect information about you from publicly available sources.

We collect your personal information in order to:

- Provide effective treatment for you and coordination of your care with other health providers where needed.
- Lodge ACC injury and other health benefit claims on your behalf
- Report to other health providers or government agencies where required by law or authorised by you
- To help us develop, improve, and administer our services and operations which may include the undertaking of surveys, statistical analysis and research.
- For marketing to you where you have authorised receipt of marketing materials.
- For internal purposes (such as improving our services, staff training and billing)

Clinical images

If a clinician thinks a clinical image (photo of part of your body) is beneficial for diagnosis, education or treatment of your condition, they will explain why they think this is beneficial and:

- Gain your consent, including describing who will have access to the image, how it will be securely stored and whether it will be de-identified.

Cookies

- We use cookies and other technologies to collect personal information from the hardware and software you use to access our website
- We also use cookies in our electronic direct mail messages, including any of our patient newsletter updates you may subscribe to. These cookies help us gain insight about the content we send and how it is received, which in turn helps us to improve the content we create and the way we deliver it to you.
- If you reject cookies, your website experience may be affected, and your ability to use some areas of our website may be limited.
- We also use web analytics tools, including the Google Analytics service. This **analyses non-identifiable** traffic data relating to use of our website, using its own cookies and anonymous identifiers for mobile devices (e.g. Android Advertising Identifier or Advertising Identifier for iOS) or similar technology used to collect data.

Besides our staff, we share your personal information with:

- Other healthcare providers in order to effectively coordinate and implement your treatment.
- Other government agencies and healthcare providers in order to, where required, meet our legal obligations under the relevant NZ laws including:
 - Accident Compensation Amendment Act 2010
 - Accident Compensation (Healthy Futures) Act 2022
 - Crown Entities Act 2004
 - Health Information Privacy Code 2020
 - Medicines Act 1981
 - Privacy Act 2020

Providing personal information is optional, however:

- If you choose not to provide information relating to ACC injury claims or eligibility for New Zealand health benefits, we'll be unable to lodge claims with ACC on your behalf, coordinate your care effectively, and may have to charge you as if you were a non-NZ resident.
- If you choose not to provide information relating to your eligibility for New Zealand health benefits we'll have to charge you as if you were a non-NZ resident.
- If you choose not to provide relevant information about your health history, including relevant family history, medical and surgical history, current medications, allergies and key current symptoms we may not be able to provide effective, comprehensive care and may have to decline to provide medical care.

We keep your information safe by storing it in secure electronic form, password protected with multiple security measures and only allowing authorised staff to access this information.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at www.tamakihealth.co.nz/contact or 09 274 7823, or 17 Sultan Street, Ellerslie Auckland.

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