

# Health Service Privacy Notice



## Why we collect your personal information

The University of Melbourne Health Service collects and processes your personal and health information to:

- provide healthcare and associated administrative services to you;
- maintain accurate clinical records, support effective treatment planning and send you clinical reminders;
- support clinical supervision, training and quality assurance within the service;
- meet our legislative and professional obligations, including those under the Health Records Act 2001 (Vic), Privacy Act 1988 (Cth), the relevant clinical Boards as applicable to our service, and the Psychology Board of Australia's Code of Conduct; and
- contribute de-identified information for research, evaluation and service improvement activities.

The "processing" of personal information refers to all activities relating to the management of your personal information, from its collection and use, through to its storage and disposal, and everything in between.

## How we process your personal information

We will process your personal information as necessary for our legitimate interests, in accordance with applicable privacy laws, and only under the following circumstances:

- for the purpose for which it was collected; or
- a related purpose which you might reasonably expect; or
- where you have consented to the processing; or
- if we are required or permitted to do so by law.

We collect most information directly from you. We may also collect information from:

- other health professionals involved in your care, with your consent; and/or
- if you are a student, the University of Melbourne's student system to confirm your student status.

If you do not provide the information requested, our ability to provide our services to you may be impaired. We reserve the right to withdraw or not provide our services if we believe they may be compromised by a lack of information, or we would be unable to meet our legal obligations.

## Use of your personal information

Your information may be shared with:

- external entities for necessary administrative and treatment purposes related to your healthcare, including our third-party appointment management providers, Medicare Australia, your private health insurer and pathology and diagnostic service providers;
- other treating health professionals or third-parties involved in your care, but only with your additional consent or where disclosure is required or authorised by law;
- other qualified professionals for purposes such as supervision, consultation, peer discussion, training, or quality assurance. These discussions may occur within the Health Service or with external supervisors. Information shared in these contexts is limited to what is necessary and handled in accordance with professional and legal obligations of confidentiality;
- emergency or crisis services, if there is a serious and imminent risk to you, or another persons', safety;
- government agencies or research bodies for funding, statistics and research purposes (de-identified information only).

In some instances, your personal information may be transferred outside of Victoria or Australia (for example, where providers are located internationally or use a cloud-based system with servers based in international jurisdictions). We take all reasonable steps to ensure that the interstate or overseas transfer of personal

information is in accordance with our privacy obligations as outlined in the University's [General Privacy Statement](#).

## Confidentiality and limits to confidentiality

All personal information is treated confidentially except where disclosure is required or authorised by law or ethical obligation. These situations include:

- where you would reasonably expect your personal information to be disclosed to another professional or agency and that disclosure is for a purpose directly related to the primary purpose for which your personal information was collected;
- serious and imminent risk to life, health, or safety;
- legal obligations such as a subpoena or court order; or
- situations where you have given informed consent for disclosure, for example:
  - providing written documentation to another professional or agency (e.g., a GP or a lawyer);
  - discussing the material with another person (e.g. a parent, employer or health provider).

## Use of Artificial Intelligence

We may from time to time utilise artificial intelligence (AI) tools to support the delivery of services to you; for example, for the real-time transcribing of a conversation with you. Any AI tool that we use will have been subject to a privacy impact assessment and we will notify you prior to activating the tool, to obtain your consent. You can decline consent at any time. We will also answer any questions you may have on how the tool will process and store your personal information.

## Further privacy information

Refer to the University's [General Privacy Statement](#) or [other privacy statements](#) for general information about how we process and protect personal information, including:

- our lawful basis for processing personal information;
- collection, use and disclosure of personal information;
- accuracy, security and storage of personal information;
- retention and disposal of personal information;
- your individual rights; and
- applicable privacy laws.

## Your rights

You may request access to, or correction of, your personal information we hold, or exercise your individual rights as applicable under relevant privacy laws, unless this would have an unreasonable impact on the privacy of others or would contravene the University's other legislative obligations.

If the lawful collection of your personal information is based on your consent, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of our processing of your information prior to you withdrawing your consent.

## Contact

For further information you can contact us at [health-feedback@unimelb.edu.au](mailto:health-feedback@unimelb.edu.au).

For further information about how the University manages personal information, and for details of how to make an enquiry, lodge a complaint, or to contact the University's Privacy and Data Protection Officer, please refer to our [Privacy webpage](#), view the [University's Privacy Policy](#) or contact [privacy-officer@unimelb.edu.au](mailto:privacy-officer@unimelb.edu.au).

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