



Grand Pacific Health (GPH) is committed to protecting the privacy of your personal information in accordance with the Privacy Act 1988. The Australian Privacy Principles which come into effect in March 2014, in conjunction with other Privacy Legislation, set the standards for the way GPH handles personal information. This Privacy Statement explains how your personal information will be managed by GPH. (Please refer to GPH's Health Information Privacy Statement for information on the management of personal information provided to GPH health services.)

Collection of information

- GPH collects personal information from individuals including members, potential members and other primary health stakeholders. Information collected generally includes basic details like name, address, date of birth and contact details. It may include other details like qualifications, registration details and place of work. Information is collected directly from individuals, for example in person, over the phone, by email, via our website, or in membership application forms or event registration forms.

Use and disclosure of information

GPH collects personal information for a range of purposes including:

- processing membership applications
- recording and maintaining membership details
- communicating with members in line with GPH's constitution
- undertaking needs assessments and planning (eg to communicate regarding surveys, planning forums etc)
- maintaining current and comprehensive service directories available to the community and other service providers, including the National Health Services Directory (NHSD)
- communicating about professional development activities, networking opportunities and other events
- communicating about initiatives, opportunities and developments that may be of interest (eg via regular newsletters)

We may also use personal information for administrative and quality improvement purposes, for example, to seek feedback from members regarding services or to improve our website.

GPH will only disclose personal information for purposes related to those outlined above and where such a disclosure would reasonably be expected, or with the individual's consent. Third parties with whom personal information may be shared include:

- funding bodies or government agencies where required by contractual or regulatory obligations
- the community and other service providers through service directories like the NHSD
- contracted service providers, eg where an organisation like a training provider is engaged to deliver a service on GPH's behalf
- agencies or organisations (generally not commercial entities) where such a disclosure directly contributes to the support and co-ordination of primary health care (eg the Local Health District)

Apart from the uses outlined in this statement or otherwise permitted under Privacy Legislation, using or disclosing your personal information will only be done with your consent.

Data storage, quality and security

GPH stores personal information in paper and electronic format. We take reasonable steps to ensure that personal information collected, kept, used and disclosed is complete, current and accurate. We take reasonable steps to ensure personal information is protected from misuse, interference and loss, and unauthorised access, modification or disclosure. We destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Privacy Act.

Additional information for website use

When you visit our website, we will collect and store your computer's assigned IP address, the date and time of your visit, the information accessed and the referring page. We will also collect other non-identifying data for statistical purposes. This information is not linked to your personal information unless required by law.

Like many websites, our website may use 'cookies' from time to time. Cookies are small text files that the website transfers to your computer through your web browser to enable the website's systems to recognise your computer. Cookies may also be used to record non-personal information such as the date, time or duration of your visit, or the pages accessed, for website administration, statistical and maintenance purposes. Any such information will be aggregated and not linked to particular individuals unless required by law. You have the ability to accept or decline cookies by modifying the settings in your browser. Please note that some parts of the website may not function fully for users that disallow cookies.

The GPH websites do not provide facilities to guarantee the secure transmission of information across the internet. Whilst reasonable efforts are used to provide security, users should be aware that there are inherent risks in transmitting information across the internet.

Access to and correction of information

Please contact us if you would like to access or correct the personal information held about you. We will generally provide you with access to your personal information (although a small fee may be imposed), and will take reasonable steps to amend any personal information that is incorrect.

Contact us

To obtain a copy of GPH's Privacy Policy, or raise a question or complaint about the privacy of your personal information, please contact Member Services or GPH's Privacy Officer on 02 4220 7600 or at PO Box 1198, Wollongong, 2500.