

Privacy Statement

We recognise that your privacy is important to you. This Privacy Policy has been prepared in accordance with the New Zealand Privacy Act and applicable codes under the Privacy Act.

What kind of personal information we collect:

We collect personal information about you including: Your name, email address, residential address and contact telephone numbers.

Where we collect personal information from:

We primarily collect personal information directly from you when you interact with us or enrol with us.

Purposes for which we collect your personal information:

- Contacting you.
- Responding to queries.
- Providing health information
- Internal and external dispute resolution.
- Complying with our legal obligations and assisting government and law enforcement agencies or regulators.

Marketing Communications:

By accepting the terms of this privacy policy and providing us with your personal information, you agree to us using that personal information for the purpose of informing you about, and providing our health services, or providing your information to relevant persons and third parties we have dealings to provide services to you such as health specialists.

What are the consequences of you not providing the personal information:

If you do not provide us with all of the personal information we have requested from you, we may not be able to complete your enrolment and provide ongoing services.

How you can access your personal information:

You may request access to your personal information we hold by emailing us at reception@selwynvillagehealthcare.co.nz. We will usually provide you with a copy of the personal information we keep about you, however in certain circumstances we may not be able to provide you with a copy of your personal information (and are not required to under the Privacy Act), for example, if the information does not exist, cannot be found or is not readily retrievable.

Amendments:

We may amend this privacy policy at any time by notice on the website. Any such amendments will apply from the date stated on the website. By accessing the website and/or continuing to use our services you will be deemed to agree to our updated Privacy Policy.

Governing Law:

This privacy policy is governed by New Zealand law. The parties submit to the non-exclusive jurisdiction of the New Zealand courts in respect of all matters arising under or in connection with these customer service terms.

HealthOne:

Please note that this practice is contributing to, and accessing healthcare information from HealthOne –

What is HealthOne?

HealthOne is a South Island based secure electronic record that allows registered healthcare providers directly involved in your healthcare, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne strictly adheres to the principles of the Privacy Act 2020 as well as the Rules set out in the Health Information Privacy Code 2020. Access is only possible via an approved highly secure healthcare information network which is regularly audited and tested. Privacy auditing is used to check that only those directly involved in your care are accessing your information. To find out more about HealthOne please visit <https://healthone.org.nz/>. Please note that you are entitled to restrict the sharing of your healthcare records by contacting 0508 837 872 or emailing HealthOne.privacy@pegasus.health.nz