

HBF Health Navigator Privacy Collection Statement

HBF Health Navigator is an initiative of HBF Health Limited ABN 11 126 884 786 (**HBF**). It is delivered by HBF in conjunction with Integrated Care Services Pty Ltd ABN 71 059 950 695 (**Program Partner**). Unless otherwise indicated references to 'us', 'we' or 'our' includes HBF and the Program Partner (**HBF Health Navigator Team**).

The HBF Health Navigator Team comply with the Privacy Act 1988 (Cth) (**Privacy Act**). We respect the privacy of your personal information. We process personal details on a daily basis and are committed to ensuring that the privacy and security of personal information remains protected. Personal information is information or an opinion about an individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, or is recorded in a material form or not. It includes your name, age, gender and contact details as well as your sensitive information (which includes health information).

Collection use and disclosure of your personal information

The Program is delivered by qualified health professionals with the aim of supplementing treatment provided by your usual healthcare team. If you are an HBF Member, we will collect and use your personal (including sensitive) information (**Information**) to deliver the HBF Health Navigator Program to you including to:

- determine eligibility to participate in the Program;
- issue invitations and process requests to participate in the Program;
- develop your care coordination plan and refer you to services in accordance with the care coordination plan;
- collect and hold your sensitive information through secure, electronic methods such as a web-based portal;
- manage our ongoing relationship with you;
- provide you with access to website portals and smartphone applications in relation to the Program and your relationship with us;
- manage, review, develop and improve our business and operational processes and systems relating to the Program;
- resolve any legal and/or commercial complaints or issues relating to the Program.

We may collect Information from you or a person authorised to provide Information on your behalf. Your Information may also be collected from us or a third party (for example, a health care professional that is relevant to the Program).

In order to carry out the purposes described in this statement, we may disclose your Information to:

- your usual healthcare team and other healthcare professionals consulted as part of your Program (including outlining elements covered within your Program)
- third parties such as other health care professionals, suppliers and service providers, government departments and other regulatory bodies in order to provide coordinated services to you and for quality and accountability purposes;
- our service providers (who may provide some services directly to you on our behalf) and professional advisors;

- persons authorised by you, including other persons covered by your health insurance membership, your agents and professional advisors, such as legal practitioners;
- parties involved in a prospective or actual transfer of any part of our assets or business; and
- other parties to whom we are authorized or required by law to disclose information.

These third parties may also collect Information directly from you.

HBF Health Navigator is available to members holding eligible HBF private health insurance cover. You should also refer to the [HBF Health Insurance Privacy Collection Statement](#) for further details about the collection, use and disclosure of your personal information relating to your HBF private health insurance cover.

If you are a general practitioner or other health care professional, we may collect information such as your practice address and contact details from your patients in connection with HBF Health Navigator Programs. We will use these details to advise you that a patient is participating in the Program, provide reports on their status and confer with you about the Program. We may also collect your information if you ask us to consider whether or not a person is eligible to be considered for the Program or make enquiries about any of your patient's participation in the Program.

Service Related Communications

Where you provide us with an email address or access the portal, we send most service-related communications to you by email or by the portal. Where we do not have an email address for you we may contact you by direct mail, telephone call or text message. Service-related communications are the essential things you need to know about the Program. You can manage how we communicate with you by contacting us as detailed in the next section.

Access to your information and contacting us

We will allow you to access and correct personal information we hold about you as required by law. If you have any queries about how we handle your personal information, or would like to request access to that information, please contact us:

- By mail - HBF Privacy Officer, GPO Box C101, Perth WA 6809; or
- By telephone – 133 423.

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by us, please contact the Privacy Officer using the details above.

HBF and the Program Partner each have a privacy policy which is available on request by calling HBF on 133 423. These policies contain further information about how we may handle your personal information including:

- how you can access and correct personal information we hold about you; and
- how you can submit a privacy complaint to us and how we will deal with your complaint.

The HBF Privacy Policy is also available from <https://www.hbf.com.au/privacy>