

# Health Service Programs Privacy Collection Statement

We are HBF Health Limited ABN 11 126 884 786 (**HBF**) who with program partners offer health programs (**Programs**). Health programs are designed to assist individuals manage chronic health conditions and / or risk factors associated with poor health outcomes. Program employees and Program delivery partners comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) which includes the Australian Privacy Principles. We may also be subject to state and territory health records legislation when we deal with health information.

## What is personal information?

“Personal information” is defined in the Privacy Act as 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, address and contact details, health and other sensitive information.

## Collection and use of your personal information

Programs are 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 securely collect and store your personal (including sensitive) information (**Information**) to deliver Programs to you, including to:

- determine eligibility to participate in the Program;
- issue invitations and manage requests to participate in the Program;
- send to you and your nominated healthcare professional individualised written reports and health education material related to the Program;
- manage our ongoing Program relationship with you and provide customised health interventions;
- provide you with information about the Program and your relationship with us;
- develop, manage, review, and improve our business operational processes and systems;
- analyse individual and combined outcomes to monitor effectiveness and improve our health programs and other HBF products and services;
- 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 healthcare professional that is relevant to the Program or a healthcare software application host).

## Disclosure of your personal information

In order to carry out the purposes described in this statement; HBF 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 healthcare professionals, suppliers and service providers, government departments and other regulatory bodies for quality and accountability purposes;
- our Program 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 authorised or required by law to disclose information, these third parties may also collect Information directly from you.

Programs are 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 healthcare professional, we may collect information such as your practice address and contact details from your patients in connection with the Program. 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.

## Disclosing your personal information overseas

HBF may disclose your personal information to overseas recipients in the circumstances set out in this document. At your request, HBF may provide a transfer certificate or claims history containing your personal information to an overseas insurer nominated by you.

Generally, HBF uses systems and customer teams located within Australia. However, HBF may also use service providers who store personal information overseas. This means personal information may be transferred as part of commercial arrangements between HBF and its service providers. Service providers located overseas may also be able to access your personal information which is stored in Australia.

At the time of the publication of this statement, the territories in which HBF either transferred or intends to transfer personal information may include the United States, United Kingdom and Canada. A list of countries in which information may be located is available on our website.

## Program Related Communications

Where you provide us with an email address, we may send Program-related communications to you by email. Where we do not have an email address for you, we may contact you by direct mail, telephone call or text message. Program-related communications include 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

HBF will allow you to access and correct personal information we hold about you as required by law. If you have any queries about how HBF handles 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 6839; 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 HBF, 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>