
		Number:	AD-POL-00007
		Revision:	7
		Effective Date:	28 November 2025
Title:	Privacy Policy	Approvers:	Board

1. *Introduction*

At Reliant Healthcare, your privacy is of utmost importance to us. We are committed to protecting the personal information of all individuals, ensuring inclusivity and clarity. Our privacy policy complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and other relevant laws that govern how we handle personal information. Reliant Healthcare also complies with the Cyber Security Act 2024 (Cth), including restrictions on the collection, use and disclosure of information created during cyber-incident coordination (ss 9, 34, 40, 56 & 59). As a NSW health service provider, Reliant complies with the Health Records and Information Privacy Act 2002 (NSW), including the Health Privacy Principles (HPPs). The following outlines our updated privacy practices.

2. *Collection of Personal Information*

- a) **Necessity of Collection:** We collect only the personal information necessary for, or directly related to, the provision of relevant health services. This may include your health history, family history, ethnic background, or current lifestyle. We ensure that the collection of this information is purposeful, relevant, and directly linked to the healthcare services we provide. For LGBTQ+ individuals, any personal information collected is limited to what is necessary for the relevant health service.
- b) **Purpose Awareness:** Individuals must be fully informed about the purpose for which their personal information is being collected, stored, and used. We provide clear and accessible explanations to ensure everyone understands why their information is required and how it will be used. LGBTQ+ individuals are specifically informed about the purposes for which their personal information is being collected and stored.
- c) **Collection Methods:** Personal information is collected either directly from individuals or, in some cases, from authorised representatives or other health service providers, when necessary for your care and when consent has been given. In emergencies where your health may be at risk, we may collect information without direct consent.


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3. ***Use and Disclosure of Personal Information***

- a) **Confidential Conversations:** Any conversations in which individuals are required to disclose personal information are always kept strictly confidential. We uphold a commitment to ensuring that personal disclosures remain secure, and all staff adhere to strict confidentiality protocols. Conversations requiring LGBTQ+ individuals to disclose personal information are treated with heightened sensitivity and confidentiality.
- b) **Consent for Information Sharing:** Personal information will only be shared with third parties with the explicit consent of the individual, except where required by law. We respect your autonomy and ensure that you are aware of, and agree to, the sharing of any of your information. LGBTQ+ individuals must give consent if there is a need to share their personal information.
- c) **Information Sharing with Health Professionals:** Information may be shared among health professionals involved in your treatment to provide the best possible care. This includes sharing with your referring medical practitioner or nominated general practitioner unless you specify otherwise.
- d) **Emergency Situations:** In situations where an individual is at risk, and explicit consent cannot be obtained, we may disclose relevant information as required to prevent or lessen a serious threat to someone's health or safety. In these cases, we limit disclosures to what is strictly necessary and inform the individual as soon as possible.
- e) **Other Companies and Organisations:** We may share your information with other companies, such as health professionals or insurance companies, when it is necessary to provide health services, and only with your consent. You will be informed about when, why, and how your information is shared.
- f) **Relatives and Legal Representatives:** We may provide information about your condition to your relatives, guardian, close friends, or legal representative unless you instruct us otherwise.

4. ***Access and Control of Personal Information***

- a) **Access to Medical Records:** Individuals have the right to know who has access to their medical records within our organisation. We maintain strict access protocols to protect this information, and you can request access to your records at any time. Staff access to health records is role-based and restricted to those who require access to perform their duties.

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- b) **Confidentiality of Test Results:** All test results are kept confidential and are disclosed only to individuals directly involved in your care or as authorised by you.
- c) **Amendment Requests:** Individuals have the right to request amendments to their health records if they believe any information is inaccurate. We will make changes where appropriate or provide a statement of requested amendments that will be attached to the record.

5. ***Notifiable Data Breaches***


When Reliant becomes aware of a suspected data breach, we will assess the incident within 30 days, in accordance with s 26WH of the Privacy Act 1988 (Cth). If the breach is likely to result in serious harm, Reliant will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as soon as practicable (ss 26WK–26WL).

6. ***Staff Training and Ongoing Privacy Measures***

- a) **Staff Training:** All staff members are trained on how to communicate our privacy policy clearly, how patient data is shared and stored, and who has access to this data. Training is provided on an ongoing basis to ensure that both new and current staff members are fully informed of their responsibilities in maintaining privacy and confidentiality. Staff are specifically trained on how to communicate the privacy policy effectively to LGBTQ+ individuals and understand the importance of inclusivity and confidentiality.
- b) **Ongoing Training:** Staff privacy training continues regularly to ensure our team is up to date with the latest privacy practices and standards. Staff are trained on how patient data is shared and stored, who has access to it, and how to communicate the privacy policy effectively.

7. ***Data Quality & Security***

- a) **Data Quality:** Reliant Health Care will take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up to date. This helps us provide the best possible care.
- b) **Data Security:** We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption, and physical security to protect your privacy. Health records will be retained for the minimum period required under

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the Health Records and Information Privacy Act 2002 (NSW), including 7 years from last contact or until the individual turns 25, whichever is later (s 25). Information created or obtained for cyber-incident coordination is used only for permitted cyber purposes and must not be shared internally or externally except as allowed by the Cyber Security Act 2024. Reliant may use computer, email, CCTV and vehicle tracking surveillance in accordance with the Workplace Surveillance Act 2005 (NSW). Staff are informed of surveillance types, areas, and purposes as required under ss 10–19.


8. Cross-Border Disclosures

Reliant Health Care may enter into arrangements with third parties to store data, including personal information, outside of Australia. We take reasonable steps to ensure that these third parties comply with privacy protection obligations similar to those we adhere to and maintain robust information security measures. Reliant will not transfer health or personal information overseas unless:

- the recipient is bound by privacy protections substantially similar to the APPs and HPPs; or
- Reliant has obtained the individual's express consent; or
- the transfer is otherwise permitted under APP 8 or HPP 14.

9. Privacy Limitations & Exceptions

- Legal and Safety Exceptions:** In some situations, maintaining privacy and confidentiality may not be possible. For instance, if required by law, or in emergencies where an individual is at serious risk, we may need to disclose relevant personal information. In these cases, only the essential information will be disclosed, and the individual will be informed as soon as reasonably possible.
- Third-Party Access:** We may enter into arrangements with third parties to store data we collect, including personal information. We ensure that these third parties comply with privacy protection obligations similar to those we adhere to, and that they maintain robust information security measures.
- Where appropriate and with the individual's consent, Reliant may share information with a central or local coordination point under Part 13A of the Crimes (Domestic and Personal Violence) Act 2007 (NSW). Only information relevant to the risk will be disclosed.

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10. Contact Information & Complaints

If you have questions or concerns regarding your privacy, wish to access your records, or lodge a complaint, you can contact our Corporate Privacy Officer:

- By letter: Corporate Privacy Officer
Reliant Health Care Limited
PO Box 1086
Potts Point NSW 1335
- By email: info@relianthealthcare.com.au
- By telephone: (02) 9362 5500

We take privacy concerns seriously and will work to address any issues you may have regarding our information handling practices.

11. Conclusion

Your privacy and the protection of your personal information are of utmost importance to us. We are committed to ensuring our practices are inclusive, respectful, and in compliance with all relevant privacy laws. We aim to provide the highest standard of care while safeguarding your personal information.