	Number:	AD-FAC-00008
	Revision:	2
	Effective Date:	3 rd Jan 2024
Title:	Privacy statement	

Purpose

This Privacy Statement (Summary) explains, in plain English, how Reliant HealthCare handles your personal information. It summarises Reliant Health Care's Privacy Policy. If there is any inconsistency, the Privacy Policy prevails. You can read the full Privacy Policy on our website:

<https://www.relianthealthcare.com.au/More/privacy-policy> or request a copy from our office.

Our Privacy Obligations

Reliant Healthcare is committed to protecting your privacy and handling personal information lawfully and respectfully. Our practices are designed to comply with applicable privacy laws, including the Privacy Act 1988 (Cth) and the Health Records and Information Privacy Act 2002 (NSW).

What information we collect

We collect only the personal information that is necessary for, or directly related to, providing you with services, and meeting our legal and administrative requirements. This may include:

- your contact details and identifiers
- details about your health, supports, and care needs (health information)
- relevant information about your preferences, risks, and supports (where needed to provide safe services).

How we collect information


We usually collect information directly from you. Sometimes, we may collect information from:

- an authorised representative (e.g., guardian, nominee)
- other health or service providers involved in your care (with consent where required)
- in emergencies, where consent cannot be obtained and collection is needed to protect health or safety.

How we use and share information

We use and share your information for the purpose of providing services to you and directly related purposes you would reasonably expect, including:

- coordinating care within a multidisciplinary team
- liaising with your GP/referrer and other health professionals involved in your care
- communicating with funders and relevant bodies as required to deliver services (e.g., Medicare, health funds, insurers), where applicable
- safety and quality activities (risk management, incident management, audits, accreditation and quality assurance)
- staff training and supervision (with appropriate safeguards).

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We only share information with others:

- with your consent, or
- where required or permitted by law, or
- where needed to prevent or lessen a serious threat to health or safety (and we limit sharing to what is necessary).

We may also share information with your relatives/guardian/legal representative unless you instruct us otherwise.

Service providers and storage (including overseas)

Reliant may use trusted third-party providers (for example, IT, secure systems, record storage or other operational services). We take reasonable steps to ensure appropriate privacy and security protections are in place.

In some circumstances, Reliant may enter into arrangements to store data (including personal information) outside Australia. Reliant will not transfer health or personal information overseas unless:

- the recipient is subject to substantially similar privacy protections, or
- you have provided express consent, or
- the transfer is otherwise permitted under relevant privacy laws.

Data quality and security

We take reasonable steps to ensure the information we hold is accurate, complete and up to date, and to protect it from misuse, interference, loss, unauthorised access, modification or disclosure (e.g., access controls and physical/technical safeguards).

Notifiable data breaches

If Reliant becomes aware of a suspected data breach, we assess it promptly and, where required, notify affected individuals and the Office of the Australian Information Commissioner (OAIC).

Questions, access requests and complaints

If you have questions, want access to your information, or wish to make a privacy complaint, contact us.

Privacy Officer, Reliant Healthcare
PO Box 1086, Potts Point NSW 1335
Email: info@relianthealthcare.com.au
Phone: (02) 9362 5500

We take privacy concerns seriously and will work with you to address issues.