

Police Health



YOUR HEALTH FUND

PRIVACY STATEMENT

BACKGROUND

From 21 December 2001 amendments were made to the *Privacy Act 1988*, “the Act”, concerning the manner in which the private sector organisations use, collect, store and disclose personal information.

Police Health has always respected your privacy and thus treated the information that we collect and store confidentially. We are committed to complying with the requirements of the Act. The Act requires us to inform our contributors of our privacy policy and accordingly this statement has been prepared.

From time to time, Police Health may modify this policy. Where this occurs we will publish changes on our web site www.policehealth.com.au.

PERSONAL INFORMATION

Police Health in order to perform the functions and services that contributors expect needs to capture and store personal information. This information would include names, addresses, age, dependants, bank account details, telephone numbers and email addresses. Also, information is received and stored from a hospital or provider in order to facilitate the processing of a claim.

USE OF PERSONAL INFORMATION

Police Health only collects information that is necessary to assist us in providing our services.

We capture and use this personal information for a number of uses such as:

- Providing a billing and claims payment service that includes processing, control, auditing, benefit review, research and system maintenance,
- Advising you of direct marketing offers such as products and services provided by Police Health or on our behalf, which we consider may be of interest to our contributors and
- Enabling Police Health to comply with legislative requirements for the collection of and submission of health related data to Government agencies.

DISCLOSURE OF PERSONAL INFORMATION

Police Health in using personal information for the above purposes may need to disclose personal information to and from various organisations and/or parties such as the Australian Taxation Office, Medicare, Hospitals, medical and ancillary providers, financial institutions, other health insurance organisations and business partners. These business partner relationships are important to us to provide efficient service and benefits to our contributors (Eg mail out services, computer hardware and software supply, travel insurance, pharmacies discounts, hospital and provider contracting & data matching. Police Health will ensure that these business partners comply with the National Privacy Principles.

SECURITY

Police Health will diligently protect the personal information that we use, collect, store and disclose. This will include, amongst other things, the use of firewalls, encryption and password protection.

CORRECTING, UPDATING AND ACCESSING OF PERSONAL INFORMATION

A contributor and/or dependant may view their personal information (subject to the Act). If this personal information is incorrect or needs updating Police Health should be advised in writing as soon as practicable.

We may depending upon the nature of and particulars of the request charge an administration fee for the provision of the information to cover costs incurred.

COMPLAINTS

In the unlikely event of you wishing to complain about a possible breach of your privacy you should write to the "Privacy Officer" at Police Health's address.

Privacy Officer
Police Health
PO Box 6111
Adelaide SA 5001