

Your Privacy – Privacy Policy and Information



**I-MED Radiology
Network**

Comprehensive care. Uncompromising quality.

Your privacy is important to us and we are committed to protecting your privacy. This Privacy Policy sets out why and how I-MED Radiology Network Limited and its associated companies ("I-MED", "us", "we" or "our") collect, use, store and share your personal information and how we comply with Australian law (including the Privacy Act 1988 (Cth)) that applies to us managing your personal information (including your sensitive health information). It is important that you read and understand it.

INFORMATION FOR PATIENTS OF OUR CLINICS

We collect, use and disclose your personal information so that we can provide you with quality medical imaging and nuclear medicine services and related services ("our services").

You can choose to deal with us anonymously or by using another name or nickname (that is pseudonymously). However, if you choose not to provide your personal information to I-MED, we may be unable to provide you or your Referrer with the requested services.

1. What kind of personal information do we collect and hold about you?

The types of personal information we collect and hold about you are:

- **identity related** - such as your name; contact details; sex; gender; date of birth; Medicare card number; and individual health identifiers.
- **medical related** - your clinical history (such as medication taken and previous test results), and other relevant circumstances such as your family, medical or employment history.
- **administrative and billing related** - such as insurance numbers and credit card numbers.

2. How do we collect and hold personal information?

We collect personal information about you from:

- you (e.g. when you attend our clinics, book an appointment, contact us by phone, email or through our websites);
- your request or referral form which your referring healthcare provider ("Referrer") completes when they recommend that you receive a medical service from us;
- people or entities that ask us to provide you with our services (e.g. a hospital where you are a patient, a government department, your employer or a trial company where you are a participant in a clinical trial);
- someone who is responsible for you (your guardian, carer or translator).

When we collect your personal information from someone else, we do so on the basis that they have your consent to provide the information to us.

We store personal information on paper and electronically. We take steps to protect your personal information from misuse, interference, loss and from unauthorised access, modification or disclosure. While we take

steps to protect your personal information, we cannot guarantee or warrant the security of any information you or we transmit via the Internet or by email.

3. Why do we need your personal information, what do we do with it and how do we share it?

The main reason we collect, hold, use and disclose your personal information is to provide our services to you (as a patient) and to carry out patient-related services. These include communicating your results from our services to your Referrer and their staff, other health services providers, medical specialists (e.g. hospital nursing or clinic staff), pathology services, and other imaging/radiology companies (together "healthcare providers") and other relevant service providers and their staff (e.g. insurers).

3.1. Using personal information

We use your personal information to:

- provide medical imaging and related health services, to provide a medical diagnosis or opinion and assess your health status;
- obtain or provide a copy of your past medical images, reports or other clinical information to or from a healthcare provider;
- respond to your enquiries, provide you with a copy of your records and verify your identity;
- upload to MyHealth Record in accordance with your account permissions;
- carry out administrative services (e.g. billing, complaint handling and quality assurance and on a de-identified basis, practice accreditation and statistical analysis);
- send out reminders for appointments;
- provide information to your employer or a government department, if the services were requested on your behalf by your employer or

- a government department; and
- notify relevant organisations (e.g. medical insurers and/or legal advisors) of an incident.

3.2. Sharing personal information

We share your personal information outside of I-MED for medical, insurance, legal, management and administrative reasons, including with:

- healthcare providers and their administrative staff (for patient-related services), that:
 - ~ are or become involved in your healthcare,
 - ~ advise of a serious threat to your health or safety, or other medical reason(s) which are for your benefit; and
 - ~ have access to I-MED's health records portal, which includes your health information ("System"). Healthcare providers are granted access to our System if they register an account with us and accept our terms of access and use of the System;
- your authorised representative(s);
- insurers (incl Medicare) for the purpose of benefits payable or other third parties for billing/accounting purposes;
- our professional advisors (e.g. auditors and legal advisors) and medical insurers;
- contractors who provide services to our business operations;
- government and regulatory authorities and other organisations, where required or authorised by or under Australian law; and
- research bodies as authorised by Australian law.

In performing some of our operational business activities we use some service providers located outside of Australia. Your information may need to be disclosed to them strictly for these purposes. The main countries where those overseas service providers are located are New Zealand, the Philippines, the United Kingdom, the United States and Canada. We require those offshore service providers to comply with I-MED's privacy and confidentiality requirements. Where your personal information is disclosed to third parties, it will be done so only to the extent necessary to fulfil the purpose of the disclosure.

4. Retention of information

I-MED is subject to strict obligations under State and Territory laws for creating and maintaining health information and records. Generally, as a minimum, we keep health information as follows:

- in the case of health information collected while an individual was an adult – for at least

- 7 years from the last occasion we provided health services to the individual; or
- in the case of health information collected while an individual was under the age of 18 years – at least until the individual turns 25.

5. Managing your personal information

You may request access to and make corrections to your personal information at any time. We will ask you to verify your identity before the information is provided or changes are made. We recommend that you obtain any results from your Referrer who is in the best position to explain them to you knowing all of your medical history. If you wish to have your results, there may be delays in providing your results to you within 5 days of your appointment.

Requesting access can be done by contacting any I-MED clinic. If we refuse your request for access to or correction of your personal information we will tell you why and advise you of any next steps. You may complain about our refusal, see Section 7.

6. Questions

If you have further questions please refer to the FAQs at www.i-med.com.au/your-privacy.

7. Complaints and contact details

If you have a complaint about how we have dealt with your personal information, please use the form provided by our clinic staff or available online.

I-MED Radiology Network

Attention: Privacy Officer

GPO Box 514, Sydney NSW 2001

Email: privacy@i-med.com.au

website: www.i-med.com.au/your-privacy

Any complaint will be investigated and a response will be sent to you. If you are not satisfied with the response you can contact the Office of the Australian Information Commissioner.

8. Changes to this Privacy Policy

This Privacy Policy is effective from September 2023. We may make changes to this Privacy Policy, our processes or systems. Significant changes will be notified on our website. You should review our Privacy Policy on our website www.i-med.com.au/your-privacy from time to time. Any changes will be effective from the date they are made or otherwise stated. Your continued use of our services will be deemed acceptance of your consent to those changes.