

Your Privacy – Privacy Policy and Information



**I-MED Radiology
Network**

Comprehensive care. Uncompromising quality.

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INTRODUCTION

Your privacy is important to us, and we are committed to protecting the privacy of those who interact with us (**you**). This Privacy Policy (**Policy**) sets out why and how the I-MED Radiology Network in New Zealand and its related companies (**I-MED, us, we, or our**) collect, use, store and share the information of:

- our patients;
- health professionals who refer patients to us, interact with us or use our services (**Referrers**); and
- prospective and former employees, trainees and workplace placements (**Former Staff and Candidates**).

We set out below how we comply with the Privacy Act 2020 (the **Privacy Act**) when managing your personal information and the Health Information Privacy Code 2020 (the **Health Code**) when managing your health information

It is important that you read and understand this Policy. It contains sections that are applicable to patients of I-MED as well as other individuals:

- If you are a patient, Sections 2 and 4 of this Policy will be relevant to you, in our provision of medical imaging, nuclear medicine, and interventional radiology services and related services (our **Services**).
- Sections 3 and 4 of this Policy will be relevant to Referrers, Former Staff and Candidates.

INFORMATION FOR PATIENTS

This section 2 applies to patients.

2.1 What kind of personal and health information do we collect and hold about you?

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

- your name, contact details, email and postal address, sex, gender, ethnicity and date of birth;
- the name of your GP or referring healthcare practitioner;
- your usual medical centre details;
- medical images of you, your clinical history (such as medication taken, and previous test results), correspondence to and from healthcare providers, records of our past engagement with you and other relevant circumstances (such as your family, medical or employment history);
- relevant government and insurance identifiers (such as for your health insurance and the Accident Compensation Corporation (**ACC**)), and your National Health Index number), when necessary for billing or other administrative purposes; and
- payment information.

2.2 How do we collect personal and health information?

We collect personal and health information about you from:

- you, when you attend our clinics, book an appointment, contact us by phone, email or through our websites;
- your request or referral form from your Referrer which includes information about your past clinical history (this may be your GP, specialist, Te Whatu Ora and / or a hospital);
- people or entities that ask us to provide you with our Services (such as Te Whatu Ora or a hospital where you are a patient, a government department, an allied

health professional, your employer, or a trial research company where you are a participant in a clinical trial);

- related companies of I-MED;
- the results of any tests or procedures from other medical service providers, such as pathology and other diagnostic testing providers;
- prior images, reports and test results performed by other healthcare providers;
- your representative, as authorised by law;
- your medical insurance provider (where relevant); and
- ACC where you have made an ACC claim which relates to our Services.

While providing you with our Services, we may generate personal and health information that relates to you (e.g. scans and diagnostic reports).

Indirect collection

Where we collect personal and health information about you from someone else, we do so on the basis that they have your authorisation to provide the information to us or are otherwise required or authorised by law to provide it to us. In these circumstances, we will take reasonable steps to make sure you are aware of the fact and purpose of the indirect collection, your rights of access and correction, and other details. However, we may not notify you if you have already been made aware of these details prior to your personal and health information being provided to us indirectly, or if we are otherwise not required to notify you under the Privacy Act or the Health Code.

2.3 Why do we collect your personal and health information?

The main reason we collect your personal and health information is when it is necessary to provide our Services to you and to carry out other activities directly related to our Services.

2.4 How do we use personal and health information?

We use your personal and health information to:

- provide you with our Services, including to provide a medical diagnosis or opinion and assess your health status;
- obtain or provide copies of past medical images of you, reports or other clinical information from or to your Referrer and their staff, other healthcare providers and their staff, and other relevant service providers and their staff (e.g. insurers);
- respond to your enquiries, provide you with a copy of your records and verify your identity;
- carry out administrative and internal business services (e.g. billing, payment matching, complaint handling, risk management and practice accreditation);
- carry out statistical analysis, quality assurance and internal investigations;
- send out reminders for appointments;
- provide information to your employer or a government department, if the Services were requested by them for you;
- notify relevant organisations (e.g. medical insurers and/or legal advisors) of an incident;
- comply with laws and assist government or law enforcement agencies where we are required or authorised to do so;
- manage the security of, and risks to, our information and systems that hold patient information, including prevention of cyber-attacks, unauthorised access and other criminal or malicious activities;
- improve the use and operation of technology tools (including artificial intelligence (**AI**)) in the delivery of healthcare services (see note below);
- design and improve our Services through system training and technical enhancements (including AI) in order to improve patient and referrer services, health outcomes and other business activities; and

- undertake discussions at clinical meetings and clinician education.

Artificial intelligence (AI)

We use technology tools (including AI) in the delivery of our Services to you. These tools use your personal and health information to:

- support the booking of your service;
- generate medical images of you;
- support clinical decision making – our doctors always remain responsible for your diagnosis; and
- dictate your radiology report via speech recognition, which also processes information to continuously train the tool in order to improve the accuracy of clinical reports.

Where practicable, activities relating to training and improvement of technology tools use anonymised information and are conducted in accordance with the Health Code.

2.5 Who do we share personal and health information with?

We may share your personal and health information outside of I-MED for the purposes noted at section 2.3 or a directly related purpose or as otherwise permitted by law, including with:

- healthcare providers and their administrative staff, including your nominated GP and including those that:
 - » are or become involved in your healthcare;
 - » tell us of a serious threat to your health or safety, or other medical reason that is for your benefit;
 - » have access to I-MED's health records portal (**Patient Results Portal**), which includes your health information. Health professionals are granted access to this Patient Results Portal if they register an account with us and are subject to our terms of service of the Patient Results Portal, which includes confidentiality and privacy obligations;

- your representatives, where authorised by law;
- insurers for the purpose of benefits payable or other third parties for billing / accounts purposes;
- ACC and other funding agencies;
- our staff and related companies of I-MED, and our professional advisors (e.g. auditors and legal advisors) and medical insurers;
- our third party suppliers and contractors that help us deliver our Services and business operations; and
- government, regulatory and law enforcement authorities and other organisations, where required or authorised by law.

To facilitate continuation of your care, it is our practice to disclose personal and health information to your nominated general practitioner, and other health practitioners if nominated by you. Please let us know if you do not want your personal and health information disclosed to your nominated general practitioner.

Anonymised information

We may also use and disclose your personal and health information in an anonymised form, such as for:

- research or statistical purposes;
- undertaking technology projects to improve patient care from time to time; and
- preparing materials for online medical education, external clinical case conferences and seminars, and medical journals.

Information will be considered to be anonymised where it no longer falls within the definition of personal information under the Privacy Act.

INFORMATION FOR REFERRERS, FORMER STAFF AND CANDIDATES

Section 3A: Referrers - This Section 3A applies to Referrers (not patients).

3A.1 What kind of personal information do we collect and hold about you?

The personal information we collect and hold about you includes your name, contact details, role or profession, practice name and address and Medical Council of New Zealand number.

3A.2 How do we collect personal information?

We collect personal information about you from:

- you (e.g. when you contact us by phone, email or through our website, register for an account on I-MED's health records portal (**Patient Results Portal**) or submit a referral form);
- related companies; and
- third party service providers (including IT service providers).

Indirect collection

Where we collect personal information about you from someone else, we do so on the basis that they have your authorisation to provide the information to us or are otherwise required or authorised by law to provide it to us. In these circumstances, we will take reasonable steps to make sure you are aware of the fact and purpose of the indirect collection, your rights of access and correction, and other details. However, we may not notify you if you have already been made aware of these details prior to your personal Information being provided to us indirectly, or if we are otherwise not required to notify you under the Privacy Act.

3A.3 Why do we need to collect your personal information?

The main reason we collect your personal information is when it is necessary to facilitate our usual business operations, including the provision of Services to our patients. We also collect your personal information when it is necessary to

design, improve and manage our services, business and your experience with us. We use technology tools (including artificial intelligence (AI)) to enable us to do this.

3A.4 How do we use your personal information?

We use your personal information to:

- provide medical imaging and related health services to our patients (e.g. where you are the Referrer);
- provide you with a user account to access certain of our systems (e.g. to view your patient's medical imaging results via the Patient Results Portal);
- carry out administrative services (e.g. payroll, billing, licensing verification, practice accreditation and statistical analysis);
- improve the services we provide (including by facilitating education and training to improve the delivery of Services to patients, and via the implementation of technical enhancements to our systems and protocols);
- comply with laws and assist government or law enforcement agencies where we are required or authorised to do so; and
- manage the security of, and risks to, our information security and systems that hold patient and Referrer information, including prevention of cyber-attacks, unauthorised access and other criminal or malicious activities.

Marketing materials

By subscribing to emails and/or text communications, or otherwise providing your email address and/or mobile number, you consent to receiving marketing materials about us and our services, and about the services of others that we believe you may be interested in. You may opt out of receiving marketing material from us at any time by contacting us in any of the ways specified in that material (or via the contact details below in Section 4.7 – Questions, complaints and contact details) and we will remove you from our marketing mailing list.

3A.5 Who do we share personal information with?

We may disclose your personal information to:

- your representative(s) where authorised by law;
- ACC;
- insurers for the purpose of benefits payable or other third parties for billing / accounting purposes;
- our professional advisors (e.g. auditors and legal advisors);
- our third-party suppliers and contractors that help us deliver our Services and business operations (e.g. software suppliers of our systems); and
- government, regulatory and law enforcement authorities and other organisations, where required or authorised by law.

INFORMATION FOR REFERRERS, FORMER STAFF AND CANDIDATES

Section 3B: Former Staff and Candidates - This Section 3B applies to Former Staff and Candidates.

If you are a Former Staff member or Candidate and you have any questions on how we handle your personal information, please contact HR@i-med.com.au.

3B.6 What kind of personal information do we collect and hold about you?

The types of information we collect and hold about you may include:

- identity and other general personal information – such as your name, contact details, sex, gender, date of birth, role or profession, place of employment;
- health information, including any information about your health such as vaccination status and results of any drug and alcohol tests, allergies or dietary requirements that you have provided to us;
- recruitment information – any information related to assessing your job application (for example, your working history, qualifications and the results of any police or background checks);
- payment information – e.g. bank account and KiwiSaver fund details for prospective employees; and
- employment information – such as your IRD number, visa and work rights status.

3B.7 How do we collect personal information?

We collect personal and health information about you from:

- you (e.g. when you contact us by phone, email or our websites, or when you submit a job application);
- recruiters;
- the referees you provided when applying for a job with us; and
- police or background check organisations.

Indirect collection

When we collect your personal information and health information from someone else, we do so on the basis that they have your authorisation to provide the information to us or are otherwise required or authorised by law to provide it to us. In these circumstances, we will take reasonable steps to make sure you are aware of the fact and purpose of the indirect collection, your rights of access and correction, and other details.

However, we may not notify you if you have already been made aware of these details prior to your personal and health information being provided to us indirectly, or if we are otherwise not required to notify you under the Privacy Act or the Health Code.

3B.8 Why do we collect your personal and health information?

The main reasons we collect your personal and health information is when it is necessary for the management of our recruitment processes, the engagement of and provision of services to us by our contractors and their employees, and the maintenance of employee records.

3B.9 How do we use your personal and health information?

We may use your personal information and health information to:

- determine whether to make you an offer of employment or engage you under a contract if you apply for a role or position with us;
- carry out administrative services (e.g. payroll, billing, practice accreditation and statistical analysis);
- comply with laws and assist government or law enforcement agencies where we are required or authorised to do so; and
- manage our security of, and risks to, our information and systems, including prevention of cyber-attacks, unauthorised access and other criminal or malicious activities.

3B.10 Who do we share personal and health information with?

We may disclose your personal information and health information to:

- your representative(s) where authorised by law;
- the referees you provided when applying for a job with us;
- our third-party suppliers and contractors as may be necessary to progress your job application;
- government, regulatory and law enforcement authorities and other organisations, where required or authorised by law; and
- relevant authorities to undertake police or background checks.

4.1 Provision of information

Providing your information to us is voluntary. If you do not provide the information we request or do not agree to us collecting the information from third parties, depending on the type of information concerned, we may not be able to:

- for patients, provide you with our Services;
- for Referrers, grant you access to the Patient Results Portal and provide Services to your patients; and
- for Former Staff and Candidates, appropriately manage related recruitment processes.

4.2 Storage

We store personal and health information on paper and electronically. Your personal and health information will be collected and held by Hamilton Radiology Limited (address 11 Thackeray Street, Hamilton Central, Hamilton, 3204, New Zealand).

We take steps to implement security measures to protect your personal and health information from loss, unauthorised access, use, modification or disclosure and other misuse. While we take steps to protect your information, we cannot guarantee or warrant the security of any information you or we transmit via the Internet or by email.

4.3 Overseas disclosures

Where we disclose your personal or health information for one of the purposes outlined in this policy, we may be disclosing that information to overseas entities.

Overseas disclosures are made only where, the recipient is subject to comparable privacy safeguards as New Zealand or contractual protections approved under the Privacy Act, the disclosure is authorised by you, or as otherwise required or authorised by law.

4.4. Cookies and use of our website

Our website includes pages that use cookies which are small files that store information on your computer, mobile phone or other device.

We may use them to recognise you across devices and browsing sessions.

We may also use third party analytics tools to help us gather and analyse this information.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. If you refuse the use of cookies in this way you may not be able to access the full functionality of our website. Please refer to your internet browser's instructions or help screens to learn more about these functions.

Our website may contain links to websites operated by third parties. Those links are provided for your convenience and may not remain current or be maintained. We have no control over and are not responsible for any content or privacy practices of those linked websites. As the privacy policies that apply to those other websites may differ substantially from ours, we encourage you to read them before using those websites.

4.5 Retention of information

I-MED is subject to strict obligations for creating and maintaining health information and records. We are required to retain health information by law for a minimum of 10 years from the day after we last provided Services to a patient. For other personal information (not health information) we will only keep the personal information for as long as we require it for the purpose for which it was collected, or as otherwise required or authorised by law.

4.6 Managing your personal and health information - your rights

You have the right to access or ask us to correct or update your personal and health information at any time. We will ask you to verify your identity before the information is provided or changes are made. If a privacy breach occurs that has caused, or is likely to cause, serious harm, we will notify the Office of the Privacy Commissioner and affected individuals, as required under the Privacy Act.

General process for obtaining results

If you are a patient, we recommend that you obtain any results from your Referrer, who is in the best position to explain them to you knowing all your medical history.

If you wish to request access directly from I-MED, please make a request in writing (see Section 4.7 - Questions, complaints and contact details). We apply a 10-day standdown period (except in limited circumstances) between you attending the clinic and getting access to your results. This short waiting period helps ensure your results are reviewed by your doctor or healthcare professional first, so they can explain the findings and any next steps.

Process for access or correction requests

To make a request for access or correction, please contact the I-MED clinic where you are a patient. If you are not a patient, please refer to the contact details below (see Section 4.7 - Questions, complaints and contact details).

We will respond to your access or correction requests as soon as we can, but no later than 20 working days from the date we receive the request (unless we have extended the time limit for responding to your request and notified you of this extension in accordance with the Privacy Act).

Refusal of requests and process for corrections

If we refuse your request for access to, or correction of, your personal or health information, we will tell you (in writing) why

and advise you of the options available to you. We will also inform you if we are relying on any grounds for refusal under the Privacy Act.

If we refuse your request for correction, you are entitled to provide us with a statement of correction and request us to attach that statement to your information if we do not make the correction sought.

4.7 Questions, complaints and contact details

If you have a question or complaint about your privacy, how we have dealt with your information, or wish to access or request to correct the personal and health information we hold about you, please send your query to:

I-MED Radiology Network

Attention: Privacy Officer

Address: 11 Thackeray Street, Hamilton Central, Hamilton, 3204, New Zealand.

Email: info.nz@i-med.co.nz

Website: i-med.co.nz/privacy-policy

Any complaint will be investigated, and a response will be sent to you.

You have a right to lodge a complaint with the Privacy Commissioner at any time – visit www.privacy.org.nz, or use freephone 0800 803 909.

4.8 Related Companies

We are related to the following trading companies:

Company Name	NZ Company No.
Hamilton Radiology Limited	951597
Midland MRI Limited	831239
I-TeleRAD NZ Limited	8079942
Midland Osteoporosis Group Limited	1174701

4.9 Changes to this Policy

This Policy is effective from August 2026. We may make changes to this Policy, our processes or systems. Significant changes will be notified on our website. You should review our Policy on our website i-med.co.nz/privacy-policy from time to time. Any changes will be effective from the date they are made or otherwise stated.



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