

Privacy statement

Our obligations

We are committed to treating your personal information in accordance with privacy law.

This statement explains how and why we collect personal information about you and your child, how you can access your information and how your information may be used within the NSW public health service or disclosed to other parties. Your personal information includes personal details about you and your child and personal health information relating to your child's immunisation.

Collection

Personal information is collected so that your child can be provided with the appropriate immunisation services.

Only information that is relevant and necessary for your child's immunisation and to manage immunisation services is collected.

Information is collected directly from you and your child, wherever possible. Information may need to be collected from your child's school and other health professionals who have treated your child. In an emergency, information may also need to be collected from another family member, friend, carer or other person who can help us to provide your child with the best care.

Security of information collected

Personal information may be held in a variety of ways. Most commonly, information may be held as a paper medical record, and/or an electronic medical record forming part of a secure computerised database. We follow strict rules and policies regarding the secure storage of personal information in all formats in order to protect your information from loss, unauthorised access and misuse.

Use and disclosure

Your personal information or that of your child may be used by the NSW public health service, or disclosed outside the health service, to enable appropriate care and treatment to be provided to you. For example, your information may be used or disclosed to your GP, to your child's GP, to another treating health service or hospital, to the Ambulance Service of NSW, to a specialist for a referral, or for pathology tests. Personal information may also be used or disclosed for purposes relating to the operation of the NSW health service and the treatment of our patients, including funding, planning, safety, and quality improvement activities.

Privacy statement

Personal information must be disclosed to State and Commonwealth government agencies to comply with laws regarding the reporting of notifiable diseases, to provide Medicare details and immunisation statistics.

We may also use your personal information to contact you regarding client satisfaction surveys and to monitor vaccine safety. Participation is voluntary and non-participation does not affect the health care provided.

Access to your information

You are entitled to request access to your personal information held by us, and to that of your child. You may be charged a fee if you request copies of your personal information or medical record.

Further information and contact us

For further information on how your personal information is managed, please see the NSW Health Privacy Manual for Health Information: www.health.nsw.gov.au/patients/privacy

If you have questions or a complaint about the privacy of your personal information, please contact your local public health unit on **1300 066 055**.

