

How do I lodge a complaint?

If the complaint is in relation to the handling of your information contact the Mater Patient Representative. For all other privacy complaints contact the Mater Privacy Coordinator.

Privacy Coordinator

Privacy Office
Mater Health Services
Raymond Terrace
South Brisbane 4101

Tel: 07 3163 2666

Fax: 07 3163 8104

Email: privacyoffice@mater.org.au

Mater Patient Representative

Mater Health Services
Raymond Terrace
South Brisbane 4101

Tel: 07 3163 8303

Fax: 07 3163 8753

Email: patientrepresentative@mater.org.au



mater.org.au

Mater acknowledges consumer consultation in the development of this patient information.
TT-DDD-NNNNNN • Last edited 00/00/0000
Last stakeholder and consumer review 00/00/0000

© 2017 Mater Misericordiae Ltd.
ACN 096 708 922.

mercy. dignity. care. commitment. quality

Notification of the collection of personal information



Exceptional People. Exceptional Care.



Who are we?

Our corporate identity is Mater Misericordiae Limited (ABN 83 096 708 922) of Raymond Terrace, South Brisbane 4101. We operate Mater Hospital Brisbane, Mater Private Hospital Brisbane, Mater Mothers' Hospital, Mater Mothers' Private Brisbane, the Mater Children's Private Brisbane, Mater Private Hospital Redland and Mater Private Hospital Springfield. We also operate various Pathology and Pharmacy outlets.

Purpose

Mater collects information about you for the purposes of carrying out its functions as a health service provider.

What types of information do we collect?

We may collect the following information about you: demographic information (e.g. name, address, date of birth), clinical information, information about family members, information about your personal and social circumstances, financial information, legal information (e.g. Enduring Power of Attorney, court orders), and other information necessary for the purposes of carrying out our health service.

Where do we collect your information?

We will generally collect information from you. We may also collect information about you from your next of kin, enduring power of attorney, legal documents, and other healthcare providers who you have seen or who have referred you to Mater.

Withholding information

If you withhold information requested of you, the ability for Mater to adequately and appropriately treat and care for you may be compromised. We also ask that you provide us with accurate information, including your identity. In order to receive funding for providing services to you, we are unable to care for you under an anonymous or pseudonymous name unless approved by Medicare.

How do we use and/or disclose your information?

Mater will only use and/or disclose information for the purpose of its functions as a health service provider unless otherwise required or authorised by law.

We are required to disclose some components of your information to external agencies for Mater to be funded for the services we provide, such as to Queensland Health, Medicare or health funds, and for statutory reporting purposes.

On your attendance at Mater, you will be asked to complete and sign the Patient Declaration and Consent Form authorising us to collect, use and disclose your personal information.

Overseas disclosure

Generally, Mater will only transfer information overseas when we have received your consent to do so. However, before transferring any information overseas Mater will ensure that the country we are transferring the information to has a system of privacy protection at least equal to the Australian information privacy legislation.

Some of the countries we can transfer information to include New Zealand, US, UK, the member nations of the European Union, Singapore and the Philippines.

Protecting your information

All Mater employees are bound by confidentiality and code of ethics requirements. Mater employees will only access your information when it is required for the purposes of their role and function. We protect your information from unauthorised access and endeavour to keep your information secure at all times.

You can access Mater's Information Privacy Policy on the Mater website at www.mater.org.au, by asking a Mater staff member or by contacting the Privacy Coordinator for a copy which is available free of charge.

How can I access information that Mater has about me?

To access your information the Mater holds about you or to apply for your information to be corrected, contact the Mater Privacy Coordinator or view the instructions on the Mater website at www.mater.org.au.