

Privacy Policy – Remuera Dermatology

1. General

At Remuera Dermatology we are committed to maintaining the accuracy, confidentiality, and security of your personal and health information. This Privacy Policy describes the Information that we collect from or about you, how we use it, protect it, and to whom we may disclose that Information.

In carrying out our services, you will need to provide Personal Information. Personal Information is any information which can be used to personally identify you. This means information, which is specific or unique to yourself, including but not limited to, your name, address, phone number, email address, gender, and date of birth. We also collect Health Information which relates to information about your health including your medical condition(s), medical history, medications, and health services that are being, or have been provided to you along with information collected. In this Privacy Policy we refer to your personal information and health information as “**Information**”.

2. Privacy Policy Effective for New Zealand

Remuera Dermatology complies with the New Zealand privacy legislation. Your rights, and our obligations, are set out primarily in the Privacy Act 2020 and the Health Information Privacy Code 2020. If you would like to learn more about your privacy rights, you can visit the website of the Privacy Commission. This Privacy Policy covers only those activities that are subject to the provisions of New Zealand’s privacy laws, as applicable. This Privacy Policy has a limited scope and application. Consequently, the rights and obligations contained in this Privacy Policy may not be available to all individuals.

3. What Information Do We Collect?

We collect Information which enables us to provide our services safely and efficiently. This includes:

- When you seek to access our services we will create a patient profile. In creating this user profile, we will collect Information relating, but not limited to, your: Name, physical address, phone number, email address, gender, date of birth, name of registered GP. When you attend a health consultation, including by video conference, the consulting clinician will talk to you and make notes in our Patient Management System (PMS), which form part of the Information we have on record for you. Where you have requested your information be shared with your registered GP or specialist a letter will be electronically sent to your GP and/or specialist.

If you do not provide this Information, or agree that we can collect this information from the relevant source (such as your GP or specialist, Ministry of Health) we may not be able to provide you with our services.

4. How do we collect your Information?

In all cases we will do our best to collect your Personal Information directly from you. We may need to access information such as your NHI number from the Ministry of Health.

If you do not wish for us to collect this information, please advise us. If you withhold your consent in this regard, we will not seek to obtain your Information from a third party, although this may mean that you cannot access our services..

7. How and Why do we use your Information?

We use your Information in a manner which allows for the safe, efficient and effective carrying out of our services.

To enable us to carry out the services you have requested, we will need to communicate with you using the Information you have shared with us. Primarily this will be via email, although we may also communicate with you via telephone or SMS. We will communicate with you on the following matters (but not limited to):

Appointments, responding to your enquiries, prescriptions, GP correspondence, payments, and payment confirmations.

In the case of unpaid overdue invoices, after having tried to resolve such a situation direct with you, we will forward your information to the debt collector who will register your information as a payment default, which may affect your credit rating in the future.

9. Disclosure of your Information

Your Information is accessed by persons on a strictly need to know basis only. Where persons are granted access, they are only granted the level of access that they require to enable them to complete their role in our services.

The types of people that may have access to your Information, include:

Administrative staff and specialist.

For credit assessment and credit reporting purposes.

We will only disclose your Information without your knowledge or consent where we are permitted or required to do so by an applicable law or regulatory requirement.

10. How do we Protect and Store your Information

We take the security and confidentiality of your Information seriously. We have several measures in place to prevent unwarranted access, misuse, loss, or damage, to your Information. We enforce complex password authentication.

Your personal Information is held on a domestic server.

We take our obligation to keep your Information secure from unwarranted access, misuse, loss, or damage. Whilst, we have measures in place to meet this obligation and ensure the security of your Information, we cannot guarantee your Information from all accidental or deliberate misuse, loss, or unauthorised disclosure. To the greatest extent permitted by law, we are not liable to you for any damage or loss in this context.

Your Information will be stored for the period required by legislation. Currently this is for a period of 10 years beginning on the day after the date shown in our records as the most recent date we provided you with health care services.

11. Your Consent is Important to Us

By providing your information and attending as a patient, you have consented to the collection, use and disclosure of your Information as explained in this Privacy Policy.

We may revise this Privacy Policy at any time by amending this page. You are responsible for checking this page from time to time to take notice of any changes made, and any

continued use of our website or services will be deemed acceptance by you of any amendments to the current version of the Privacy Policy.

12. Choice/Opt-Out

You may change or withdraw your consent at any time, subject to legal or contractual obligations and reasonable notice. All communications with respect to such withdrawal or variation of consent should be in writing. In certain circumstances, the withdrawal of consent may render us unable to continue to provide products or services where the collection, use or disclosure of your personal information is necessary to provide the service.

13. Updating or Seeking Correction of Your Information

It is important that the information contained in our records is both accurate and current. If you believe any Information we hold is wrong or out of date you can ask for it to be corrected or updated. It is important that you inform us of any changes to your Information during our relationship.

In some circumstances we may not agree with your request to change Information we hold about you. If this happens we will explain why we are unwilling to correct the Information and give you an opportunity to provide us with a statement of the correction you are seeking which we will include on your file.

14. Access to Your Information

You can ask to see or obtain a copy of your Information. If you want to review, verify or correct your personal information, please contact us. Please note that any such communication must be in writing.

When requesting access to your Information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the Information that we hold about you.

You have a right to access the Information that we hold about you in most situations.

However, this right is not absolute, and there are instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all the Information that we hold about you. In addition, the Information may have been destroyed, erased or made anonymous in accordance with our record retention obligations and practices. In the rare event that we cannot provide you with access to your Information, we will endeavour to inform you of the reasons why, subject to any legal or regulatory restrictions.

Remuera Dermatology may from time to time, may make changes to this Privacy Policy to reflect changes in its legal or regulatory obligations or in the manner in which we deal with your Information. We will post any revised version of this Privacy Policy on our website, and we encourage you to refer back to it on a regular basis.

This Privacy Policy was last updated in October 2023