

Patient Privacy Statement – Hospice Waikato

Our Commitment to our Patient's Privacy

Hospice Waikato respects your privacy and are committed to protecting your personal and health information. This statement explains how we collect, use, store, and share your information in line with the Privacy Act 2020 and the Health Information Privacy Code 2020.

We may collect:

- Your personal details (name, address, date of birth, contact information)
- Health information relevant to your care and treatment (for example relevant test results, medication lists)
- Information from other health providers or agencies involved in your care (for example, specialist referrals, GP letters, treatment plans)
- Relevant health information from your family/ whānau members involved in your care

We collect and use your information to:

- Provide you with safe, effective, and coordinated healthcare
- Work with other health professionals to support your treatment
- Meet legal, regulatory, and reporting requirements
- Improve the quality and safety of our services

All use of your information is in accordance with applicable health privacy laws.

We may share your information with:

- Other healthcare providers directly involved in your care
- Government or regulatory agencies when required by law
- Approved service providers who support our operations, under strict confidentiality agreements and are required to protect your information in line with privacy laws

You have the right to:

- Access and request a copy of your personal or health information
- Ask us to correct any information you believe is inaccurate or incomplete
- Withdraw consent for certain uses of your information, where this is legally and clinically appropriate
- Be informed when your personal information is being collected indirectly

Keeping Your Information Safe

We take reasonable steps to protect your information from loss, misuse, or unauthorised access.

We retain your information only for as long as necessary for the purposes outlined above or as required by law.

Legal advice

We may seek advice from legal or indemnity advisors. Where necessary, we will only share information that is relevant and, where possible, de-identified.

Contact Us

If you have any questions/concerns about how your information is handled, how you can access and correct your personal information, please contact our Privacy officer at Hospice Waikato -

Email: privacyofficer@hospicewaikato.org.nz

Postal address: 334 Cobham Drive, Hillcrest Hamilton 3216