

## Privacy Statement

Capital recognises that your privacy is important to you and we are committed to protecting your personal information.

As part of our commitment we have adopted this privacy statement which sets out how and when we collect, use and disclose your personal information.

## Privacy Policy

### 1. How do we collect your personal information?

We collect personal information from application forms, claims forms and correspondence (written and verbal). In most cases, we collect your personal information directly from you. However, if this is not practical, we may collect information about you from another person or entity.

Examples of personal information we may collect includes, but is not limited to:

- Personal identification and contact details
- Credit card and payment details
- Medicare numbers
- Health and claims information

### 2. How do we use and disclose your information?

We will only use your personal information for the purpose for which you have provided it unless you have consented otherwise or we are required to do so by law.

We will retain your information for as long as we consider necessary, or to meet legal requirement, after which time it will be destroyed.

We use your information to primarily manage, administer and deliver your health services. We may also use and analyse your information to meet our obligations under applicable laws.

We will only disclose personal information to third parties for the purposes of managing, administering and delivering your health services and in accordance with this policy and applicable laws.

### 3. Personal Information Quality

When you provide information to us, we rely on the accuracy of that information. To assist with ensuring accuracy, please contact us if any of the details you have provided have changed.

### 4. Data security and data retention

Capital will take reasonable steps to ensure the personal and health information that we hold is protected from misuse and loss, and from unauthorised access, modification or disclosure.

We will also take reasonable steps to ensure that personal and information that is held which is no longer required, including under any contractual or legal requirement, is destroyed or de-identified in a secure manner.

#### **5. Access to your information**

You have the right to correct your personal information held by us if you believe it to be inaccurate or out of date. We will then amend your records accordingly.

#### **6. Privacy Enquiries & Complaints**

If you have an enquiry or complaint about our information handling practices, please contact us by calling 8383 6515 or alternatively write to:

Privacy Officer  
Capital Health Limited  
P O Box 272  
Essendon 3040

It is our intention to resolve any complaint as quickly as possible and to your satisfaction. If you are unhappy with the response provided by us, you may refer your complaint to the Office of the Privacy Commissioner for further consideration.

Director, Compliance  
Office of the Privacy Commissioner  
GPO Box 5218  
SYDNEY NSW 2001