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## Alfred Health Mobile APP Privacy Policy

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### Overview

Alfred Health (AH) takes very seriously its obligation to protect the confidentiality of your personal information in accordance with Victoria privacy legislation and Government policy. We support, promote and comply with the Health Records Act 2001. We protect the privacy of your personal and health information that we hold, and use it only for the purposes for which it was collected.

For the rest of this Policy:

“AH, we, us, and our” will refer to all services, service areas, and workers of Alfred Health.

“You or your” will refer to the user of the Alfred Health Mobile Application.

“App” will refer to all Alfred Health Mobile Applications including the Patient Portal App

“Your health information” will refer to any information that you have given us about you or and your health, as well as information that we have received while we have taken care of you.

“Personal Information” will refer to information or an opinion that could be used to identify you.

### This Privacy Policy

This Privacy Policy outlines how we collect, use, store, and share any information and data that you may give us or we may collect from you when you use our App.

We may modify this Privacy Policy at any time effective upon its posting. Your use of the App is governed by the terms of this Policy and constitutes your acceptance of this Privacy Policy and any updates.

### Security

We use reasonable security measures to protect the confidentiality of personal and health information under our control and appropriately limit access to it. We use a variety of information security measures to protect your online interactions with us through our Apps. Alfred Health uses encryption technology, such as Secure Sockets Layer (SSL) to protect your personal information during data transport. SSL protects information you submit via our App. We have taken reasonable steps to ensure the integrity and confidentiality of personally identifiable information and health information that you may provide.

### What information can the App access on your device?

We attempt to minimize the amount of your personal or health information stored or retained on your device. Nevertheless, our App may:

- Temporarily store your personal information in memory or on the device while you use the App
- Access folders and files on your device when you download files directly to the device.
- Request camera permission. This is used for accessing the camera or capturing images and video from the device if you chose to do so.
- Request microphone permission. This allows accessing and recording microphone audio from your device if you chose to do so
- Access your International Mobile Equipment Identity (IMEI) which is a 15-digit number unique to your device

### What Information Does Alfred Health Collect About You?

To provide you care or other services, Alfred Health may collect information such as:

- Your name
- Contact details, including your email address, telephone number, and street address
- Your age and/or date of birth

- Demographic information
- Information you provide to us through patient surveys
- Information about your health and treatments given

### **How do we use your information?**

Alfred Health does not sell or license any information that you may provide to us as you use our App. Your personal and health information will be used and may be disclosed for the purposes for which it was collected, and will be protected from misuse. The collection and sharing of information is limited to that which is necessary.

We may collect, and use your personal or health information for the following purposes:

- To enable you to access and use our App
- To confirm your identity when you sign into the App.
- To securely contact and communicate with you
- To connect you with your provider when using the Patient Portal App
- To assist you with your inquiries, including to be connected with your provider
- Providing services for a purpose that is directly related to the primary purpose for which your information was collected

### **Who else might we share your health information with?**

We may also provide information about you to a health professional outside Alfred Health who requires the information in connection with your further treatment.

Sometimes Alfred Health is legally obligated to release personal information about you. These circumstances may include:

- Complying with a subpoena to provide your medical record as evidence in court (in case of legal action);
- Reporting notifiable diseases to the Department of Health and Human Services (DHHS Victoria);
- Reporting health and personal information (as authorised by the Health Services Act 1988) for quality and safety purposes.
- Reporting other demographic information about you to the Department of Health and Human Services (Victoria).

### **What information can you access through the Patient Portal App?**

The Alfred Health Patient Portal App provides a view into your Alfred Health's Electronic Medical Record and allows you to communicate securely with us. The information available for you to view through the App is not a comprehensive view of all the data in your Alfred Health electronic medical record. Through the App, you can access your health profile which includes:

- All immunisations and allergies recorded
- Alfred Health test results (excluding genetic testing and anatomic pathology)
- Past procedures at Alfred Health
- Letters from your healthcare providers and discharge summaries (since 2020), and
- COVID-19 test results, if tested at an Alfred Health facility

### **Downloading and/or sharing your Health Information**

It is your choice to share your information that is accessible through our App.

When you share information from the Patient Portal App with another individual, you acknowledge and accept responsibility for the decision to provide them access to your sensitive information.

### **Additional Information**

For more information, please view these:

[Alfred Health Privacy Statement](#)

[What happens to information about me?](#)

For further information relating to this privacy policy, please contact the Chief Privacy Officer at:

[privacy.officer@alfred.org.au](mailto:privacy.officer@alfred.org.au).