Government of **Western Australia**
Department of **Health**

Privacy statement

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1. Introduction

The Department of Health provides leadership and management of the health system as a whole, ensuring high quality, safe, and timely heath services.

The department collects, uses, stores, and shares information to support WA Health's goal to deliver a safe, high-quality, and sustainable health system for all Western Australians.

How information is handled in the Department of Health is guided by laws. Key laws include:

- *Health Services Act 2016*
- *Health Services (Information) Regulations 2017*
- *Mental Health Act 2014*
- *Private Hospital and Health Services Act 1927*
- *Privacy and Responsible Information Sharing Act 2024*
- *Health (Miscellaneous Provisions) Act 1911*
- *Health Act 1911*
- *Public Health Act 2016*
- *Children and Community Services Act 2004*
- *Commonwealth Privacy Act 1988*
- *Coroners Act 1996*
- *Corruption, Crime and Misconduct Act 2003*
- *Criminal Code Act Compilation Act 1913*
- *Electronic Transactions Act 2011*
- *Evidence Act 2025*
- *Freedom of Information Act 1992*
- *Freedom of Information Regulations 1993*
- *Health and Disability Services (Complaints) Act 1995*
- *Human Reproductive Technology Act 1991*
- *Medicines and Poisons Act 2014*
- *National Health and Medical Research Council Act 1992*
- *State Records Act 2000*

2. Information about you

The Department of Health collects, accesses, uses, stores, and disposes information according to the legislations mentioned above. The main types of information are health information and personal information.

2.1 Health information

Health information is defined in the *Privacy and Responsible Information Sharing Act 2024 (PRIS Act)*. It is personal information about:

- a person's current and previous health or disability status
- a person's wishes about future health care
- health services a person has received or will receive.

It also includes other personal information collected while providing a health service.

2.2 Personal information

Personal information is defined in the *PRIS Act*. It is information related to you that identifies you or could lead to you being identified.

If your identity can be reasonably determined from the information or an opinion, that information is considered your personal information. Importantly, personal information:

- does not have to be true
- does not have to be written down or recorded
- can be related to you directly or indirectly
- can relate to a person who is alive or deceased.

3. Why your information is collected

The Department of Health collects your health and personal information for many reasons under the various legislations. For example:

- Public health requirements:
    - Notification of infectious diseases.
    - Serious public health incidents.
    - Public health emergencies.
- Planning for, provision, monitoring, and evaluation of our healthcare service providers:
    - Ensuring resources for healthcare services are correctly provided.
    - Capital works and maintenance on essential infrastructure.
    - Managing contracts and funding agreements.
    - Managing the performance of each healthcare service provider.
    - Meeting reporting requirements for government and external oversight agencies.
- Health related research to improve healthcare practices:
    - All research must meet national ethical and governance requirements.

4. What information is collected

The Department of Health collects various health and personal information depending on the purpose of your visit.

4.1 Visiting our website

Information is collected when you visit our website. The Department of Health website has a privacy statement available at the bottom of the webpage, which outlines:

- what the website is collecting
- the purpose of collecting the information
- what happens to your information if you complete an online form
- who may legally inspect the information in an investigation.

4.2 As an employee, contractor, or volunteer

As an employee or contractor working at the Department of Health, information collected from you include:

- name and contact details
- image and video recordings (including CCTV footage)
- financial or bank details
- educational history
- cultural background
- occupation and employment history
- criminal history
- recruitment history
- correspondence, complaints, and feedback.

5. Where your information is shared

There are times where we share your health or personal information. We may share your health or personal information:

- for legal obligations under the various legislations, such as the *Public Health Act 2016*
- for mandatory State and Australian Government reporting
- to approved Health Research Ethic Committee research projects.

We will not share your health or personal information with anyone else unless:

- you have provided express permission for us to do so
- it is lawful to do so according to the applicable legislation
- there is a legal obligation for us to do so.

6. How your information is stored

The Department of Health makes sure authorised staff can access your health and personal information when needed, while managing and storing it according to its classification and business requirements.

6.1 Storage

The Department of Health has different storage requirements depending on the type of information being stored.

Physical records

Physical records must be stored securely to protect them from unauthorised access, theft, and damage caused by vermin, fire, water, mould, and natural disasters. Storage methods must comply with the State Records Office Archival Storage Specification.

Digital records

Records created digitally or have been converted from physical formats must be stored securely with appropriate controls that align to the Australian Standards for Information Security.

Biological records

Records of specimens from a patient must be kept according to Therapeutic Goods Administration: Biological standards.

6.2 Security

The Department of Health maintains the security of your health and personal information as per the Australian Standard for Information Security. This includes the following controls:

- password, multi-factor authentication, and encryption
- monitoring and logging programs
- network security management programs
- physical security
- backup and disaster recovery programs
- incident management programs.

7. Accessing or correcting your health or personal information

You can visit the HealthyWA Access your WA Health medical records page. You will find answers to the following questions:

- Who do I contact to get my medical records?
- The health service has closed, who do I contact to get my medical records?
- Will I be charged a fee to get my medical records?
- Can changes be made to my medical records if information is incorrect?
- Who can I contact if I'm having difficulty getting my medical records?
- Can I access medical records about another person?
- What if I have a compliment or complaint about a health service?

8. Making a privacy complaint

If your complaint is about the Department of Health, you can email the Department of Health's Privacy Officer at RoyalSt.PSPInfoManagement@health.wa.gov.au.

For more information, or to make a complaint about a hospital stay or other health service, visit the HealthyWA website.

If you are not satisfied with the outcome, you can escalate your complaint to the WA Office of the Information Commissioner.

9. Additional information and resources

There are a variety of websites that can assist you in finding more information and resources:

- Department of Health
- WA Health Policy Frameworks
- WA Office of the Information Commissioner.

This document can be made available in alternative formats on request for a person with disability.

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