



### Your Privacy Matters to Us

The Voice of the Patient is a healthcare quality initiative designed for patients to share their experiences in a safe and confidential way. It is wholly owned and operated by Insight Actuaries (ABN – 33 628 103 079, <https://insightactuaries.com.au/>).

The protection of your information is a fundamental part of the process and a cornerstone of the value we offer to patients. We acknowledge and understand our obligations to protect all the information entrusted to us by you. This applies to anyone that has ever participated in Voice of the Patient. We will only use the information you provide for tracking and measuring the value of health services. We will always adhere to the requirements of the Privacy Act and guidance under the Australian Privacy Principles.

### Privacy Act

The Voice of the Patient and Insight is bound by the provisions of the Privacy Act 1988 (Cth) (Privacy Act). This legislation dictates all aspects of how we collect store, manage and protect your information. This includes any and all information you provide to us about your experiences and health outcomes. We will be led and bound at all times by this legislation and will update and review our processes and policies to comply with any changes or additions to the Privacy Act or any and all related legislation or guidance from the regulator.

Copies of the Privacy Act and applicable [Australian Privacy Principles](#) are available from the Office of the Federal Privacy Commissioner, or via the website at [www.privacy.gov.au](http://www.privacy.gov.au).

### The Data We Collect and How We Protect You

Voice of the Patient will only hold information that is necessary for our functions and services. We collect specific data from you based on internationally and locally validated metrics and health outcome frameworks or specific clinical questions that have been uniquely designed for Voice of the Patient.

The types of information we collect relate to your general state of health, experiences while in hospital as well as information about your recovery. We may ask you to confirm some contact details under specific circumstances, like if you indicated that you want us to get in touch with you. We will collect the information directly from you via online question sets. Each question set is secured and will be captured confidentially.

We will never ask you for identifiable information like your name, address, policy number, or any account or banking details. We will never ask you to provide information about one of your family members or complete a response on their behalf. We will also never ask you to complete a response if you are under the age of 18 years at the time of your admission. It is important to note that your participation in the process is free and voluntary. Under no circumstances will you be held liable for any of your disclosures you make directly to us.

Your participation in the Voice of the Patient will be based on your willingness to participate and we will request formal and clear consent from you before you initiate the process. You can opt-out at any time or just not start the process if you wish not to participate.

### **Disclosure of Your Information**

Your individual responses will not be disclosed to your health fund without your formal consent. Individual responses or any identifiable (including re-identifiable) information will never be disclosed to your doctor, hospital, or any other health service provider. Measurement of the quality of health services will be based on aggregated information covering a group of patients. This will be strictly monitored in terms of minimum numbers and totals to ensure that there is no risk of identification of any individual respondents.

Your data and responses will always be hosted within Australia and we will not disclose your information to any third parties unless we are required to do so by law.

### **How We Use Your Information**

The primary purpose of the Voice of the Patient is to measure and track the value of health services that are provided to patients. This is done through analysis of aggregated responses and in accordance with technical specifications and international best practice related to the interpretation of patient-reported outcomes and experiences.

We do not use your data and the responses you provide for any other purpose.

### **Consent and Declaration**

By participating in the Voice of the Patient process it will be considered that you:

- Give consent to collecting and analysing your responses regarding the treatment you received.
- That you do so willingly and knowingly and that you understand what the process entails.
- Agree that you are not making any representations about the experiences of others or completing the questions on the behalf of any third parties.
- You agree to provide honest and truthful responses that are objectively reflecting your own thoughts and experiences.

### **Corrections, Accessing Your Responses and Security**

Voice of the Patient will undertake to protect your personal information from misuse, interference, and loss, unauthorised access, modification, or disclosure in accordance with the requirements of this Privacy Policy and the Privacy Act. We will take all reasonable precautions and steps to do this.

Your responses will be kept anonymous, even from your health fund, unless you explicitly ask us to disclose your identity to them. Individual responses are not made available to any doctors or hospitals apart from a direct written request from the patient themselves.

You can at any time contact us to adjust your responses to any of the questions. This can be done via email: [info@voiceofthepatient.com.au](mailto:info@voiceofthepatient.com.au). You can also complete the questions again through the original link if this is still active.

## Complaints

Under the Privacy Act, you are entitled to make a complaint to Voice of the Patient directly in relation to our compliance with the Privacy Act. Please direct your complaints to our information contact email address as outlined above.

We take all concerns seriously and we will endeavour to respond to your concern in a timely manner.