

# Privacy Statement – Marina Specialists

At **Marina Specialists**, we recognize the importance of your privacy and the confidentiality of your health information. This statement explains how we collect, use, store, and disclose your personal information.

## 1. Information We Collect

We collect information that is necessary to provide you with high-quality specialist medical and surgical care. This includes:

- **Contact details:** Name, address, phone number, and email.
- **Identifiers:** NHI number, date of birth, and gender.
- **Health information:** Medical history, symptoms, medications, and previous surgeries.
- **Financial information:** Billing details and insurance/ACC information.

## 2. How We Collect Your Information

Wherever possible, we collect information directly from you. However, to ensure your clinical safety, we also collect information from **third parties (Indirect Collection)** as per IPP3A:

- **Referral letters** from your GP or other specialists.
- **Diagnostic reports** (Pathology, Radiology, etc.) from laboratories.
- **Hospital records** and discharge summaries.
- **ACC or Insurance providers** regarding your claim status.

## 3. Why We Collect This Information

We collect and use your information for the following purposes:

- To provide accurate diagnosis and surgical/medical treatment.
- To communicate with your GP and other healthcare providers involved in your care.
- To process payments through Health Funds, ACC, or Te Whatu Ora.
- To comply with legal and professional obligations (e.g., Clinical Audits).

## 4. Disclosure of Information

Your health information is only shared with those who "need to know" to facilitate your care. This includes:

- **Your referring Doctor** (we routinely send a post-consultation report).
- **Hospitals** where your surgery may be performed, if not at Marina Specialists.
- **Third-party providers** such as anaesthetists or physiotherapists.
- **Government agencies** (like ACC or the Ministry of Health) where required by law.

## 5. Storage and Security

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

- **Digital Records:** Stored in secure, encrypted practice management software.
- **Physical Records:** Stored in locked cabinets with restricted staff access.
- **Retention:** We hold health records for a minimum of 10 years, as required by the Health (Retention of Health Information) Regulations 1996.

## **6. Your Rights: Access and Correction**

Under the Privacy Act, you have the right to:

- **Request a copy** of the personal information we hold about you.
- **Request a correction** if you believe any information we hold is incorrect.

To make a request, please contact our **Privacy Officer** at the details below.

## **7. Contact Us**

If you have any questions or wish to lodge a privacy-related complaint, please contact:

**Privacy Officer:** Bruce Page

**Email:** [bruce@marinaspecialists.co.nz](mailto:bruce@marinaspecialists.co.nz)

**Phone:** 09 534 4040

**Address:** Level 1, Compass Building, The Marina, Ara Tai Rd, Half Moon Bay, Auckland  
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