

At **Marina Specialists**, we recognise 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):

- **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, including:

- **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 & Physical Records:** Stored securely 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.

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. Contact details provided 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

Phone: 09 534 40404

Address: Level 1, Compass Building, The Marina, Ara Tai Rd, Half Moon Bay, Auckland 2012